

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, um, my name is Thomas Pucket, and, um, I was employed through Surge, and, um, I had the insur- the preventative care insurance, I do believe. And, um, well, um, my employment had ended, but, and then, um... See, I, I'd gotten hurt at home, so my employment ended. Um, I don't remember the exact date, I'm sorry, but, um... And then, well, I went on Medicaid. Well, I thought Medicaid was paying my medical bills, but for some reason, uh, AmeriHealth, through Medicaid, was saying that I still had a primary insurance, and it was getting in the way of, um, them paying my medical bills. And the only insurance I had was through Surge Staffing. Okay. And I was told to call this number, uh, in order to get basically proof of when my insurance ended. I understand. May I have, um, the last four digits of your Social so I can pull up your file? Okay. 8058. Your first and last name, sir? Thomas Pucket. Do you- I do believe it ended in October. I'm sorry? 8058? You said the last four is 8058? Yes. Okay, Mr. Pucket, for security reasons, and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Okay. My address is 464 Stanley Street, Chillicothe, Ohio, 45601. And date of birth is October 17th, 1976. All right. We have the telephone number on file, 740-988-7089, and your email is Tom.E.J.0244 at Gmail? Yes. Okay. So, we could, um, send you a statement of coverage. I'm, I'm sorry. It's a little difficult to h- hear you. You seem a little far away. Can you hear me better now? Yes, that's better. So, we are able to send you a statement of coverage. Okay. And, uh, it takes a... Um, you should be receiving it within the next hour or so to your email. Okay. Um, it will be coming from info@benefitsinacard. Check your spam and junk mail, it might go there. Okay. All right? Um, so- All right. ... it might be less than an hour, but the timeframe is, it's a- an hour. Okay. All right. Yes, that's exactly what I need. All right. Anything else I can do for you, sir? Um, actually, um, I'm starting a, a, a job again tomorrow, uh, through Surge, and, um, so how will the insurance work? Will it be automatic or will I have to enroll? You will have to- Because, honestly, I don't- ... call To reinstate- Okay, thanks. ... the benefits. Okay, all right. 'Cause I, I honestly don't, don't really want it. But, um, all right, I just wanted to make sure what I wouldn't get automatically enrolled. Oh, no, no. You just need, um... Okay. It, it won't happen. Um... Okay. You'll have to- All right, well... ... call us. Okay. All right. All right. Well, thank you very much for your help. Thank you for giving us a call today. Have a great rest of the day, sir. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, um, my name is Thomas Pucket, and, um, I was employed through Surge, and, um, I had the insur- the preventative care insurance, I do believe. And, um, well, um, my employment had ended, but, and then, um... See, I, I'd gotten hurt at home, so my employment ended. Um, I don't remember the exact date, I'm sorry, but, um... And then, well, I went on Medicaid. Well, I thought Medicaid was paying my medical bills, but for some reason, uh, AmeriHealth, through Medicaid, was saying that I still had a primary insurance, and it was getting in the way of, um, them paying my medical bills. And the only insurance I had was through Surge Staffing.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I was told to call this number, uh, in order to get basically proof of when my insurance ended.

Speaker speaker\_0: I understand. May I have, um, the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: Okay. 8058.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Thomas Pucket.

Speaker speaker\_0: Do you-

Speaker speaker\_1: I do believe it ended in October. I'm sorry?

Speaker speaker\_0: 8058? You said the last four is 8058?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, Mr. Pucket, for security reasons, and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_1: Okay. My address is 464 Stanley Street, Chillicothe, Ohio, 45601. And date of birth is October 17th, 1976.

Speaker speaker\_0: All right. We have the telephone number on file, 740-988-7089, and your email is Tom.E.J.0244 at Gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, we could, um, send you a statement of coverage.

Speaker speaker\_1: I'm, I'm sorry. It's a little difficult to h- hear you. You seem a little far away.

Speaker speaker\_0: Can you hear me better now?

Speaker speaker\_1: Yes, that's better.

Speaker speaker\_0: So, we are able to send you a statement of coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And, uh, it takes a... Um, you should be receiving it within the next hour or so to your email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, it will be coming from info@benefitsinacard. Check your spam and junk mail, it might go there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? Um, so-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... it might be less than an hour, but the timeframe is, it's a- an hour.

Speaker speaker\_1: Okay. All right. Yes, that's exactly what I need.

Speaker speaker\_0: All right. Anything else I can do for you, sir?

Speaker speaker\_1: Um, actually, um, I'm starting a, a, a job again tomorrow, uh, through Surge, and, um, so how will the insurance work? Will it be automatic or will I have to enroll?

Speaker speaker\_0: You will have to-

Speaker speaker\_1: Because, honestly, I don't-

Speaker speaker\_0: ... call

Speaker speaker\_2: To reinstate-

Speaker speaker\_1: Okay, thanks.

Speaker speaker\_2: ... the benefits.

Speaker speaker\_1: Okay, all right. 'Cause I, I honestly don't, don't really want it. But, um, all right, I just wanted to make sure what I wouldn't get automatically enrolled.

Speaker speaker\_0: Oh, no, no. You just need, um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: It, it won't happen. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: You'll have to-

Speaker speaker\_1: All right, well...

Speaker speaker\_0: ... call us.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: All right.

Speaker speaker\_1: Well, thank you very much for your help.

Speaker speaker\_0: Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_1: You too. Bye.