

## **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, my name is Justin Lee, and I work for Surge. And I was told that they gave you insurance, but to pick out a better insurance and needed to call you guys after looking at the PDFs that were printed off- On the phone. On the phone. He's on the phone. Sorry. Okay. So, you say you haven't received the ID card? No, I haven't received no ID card. I wanted to change my insurance to a different one than what they just automatically signed me up for. Who do you work for, sir? Surge. May I have the last four digits with you, please? 3469. Your first and last name? Justin Lee. Okay. Mr. Lee, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 519 North 6th Street, Wrightsville, Indiana 46173. My date of birth is 01/20/83. Uh, we have a phone number on file, 765-3160-502, and your email- That's it. ... justinlee36mafia@gmail.com. That's it. All right. So, um, you would not get auto-enrolled because, um, you already had insurance before with them or declining. Now, what I could do, um, have you seen the benefit guide? Do you know what you would like enrolled in? Yeah, I've seen something that said, uh, something about addiction. I, I'm in addiction, uh, like... I see an addiction. I'm on Subutex for heroin addiction, previous heroin addiction, and then I seen one that said for anxiety. I have bipolar disorder, schizophrenia- So- ... and PTSD. ... excuse me, sir. Yeah. All right, um, we don't process when it comes to the prescription, but you're looking for something that could cover your medication? Yes. All right. So they do offer a plan that has the medication, a prescription plan, and they also... You could also purchase it by itself. Um, if you would like, I could send you or send you email. Well- But you can see- Well, I need- ... if they cover your medication, sir. Okay. 'Cause I won't be able to tell you that. You will have to contact them or go online and find out. Right, but it, it said that there was a special, like, service for the... Like, a special insurance for that reason when I looked at the PDFs and went through them. Okay. So I'm just looking for something that'll cover a doctor that prescribes- I- ... that kind of medication. Okay, so y- they do offer behavioral health and regular medical plans. Right. Yeah, that's why I- Now- ... I need some, a medical plan that- Sir? Yeah. What I could do, I could send you the benefit guide so you could go over it because I have to send you information for an eligibility review to see if you are eligible to enroll at this time. Okay. All right. Well, I, I get- Meanwhile- ... my last, I get my fourth check tomorrow, so that's why I couldn't find this. Uh, I've, I've left messages on this number's previous times, and I could never get ahold of nobody. So, uh- So if, if- ... but I won't be- ... I don't- ... eligible after tomorrow, I don't think. They said after you get four checks, then you're not eligible. Well, if you can- And tomorrow I get- S- Sir, can I explain to you- No, go ahead. Yeah, yeah. Okay, so the hire date that you have with Surge is not the same one with us. Now, I- Uh... ... will send this information in today. They will let me know by tomorrow if you are eligible or not and will contact you. Okay. Okay? So I will go ahead and

email you the benefit guide so you can go over it and you can read over the med- um, the plan that they offer. So when we reach out to you tomorrow, you'll be able to tell us which plan would you like to enroll to. Also- Okay. ... there you can find the information for the prescription plan, which is FreeRx, and there you, you could go to their work- website and see if they cover your medication. You said it's called FreeRx? Yes, you're gonna see it on the benefit guide, sir. Okay. All right. So the email's coming in from info@benefitsinacard. Check your- Okay. ... junk mail, it might go there. Someone from- Okay. ... there, they will contact you after we get the eligibility review. Okay. All right? Anything else- All right. ... for you, sir? No. Okay. Thank you very much. I'm sorry. No problem. Have a great rest of the day. All right. You too. Bye-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, my name is Justin Lee, and I work for Surge. And I was told that they gave you insurance, but to pick out a better insurance and needed to call you guys after looking at the PDFs that were printed off-

Speaker speaker\_2: On the phone.

Speaker speaker\_1: On the phone.

Speaker speaker\_2: He's on the phone.

Speaker speaker\_1: Sorry.

Speaker speaker\_0: Okay. So, you say you haven't received the ID card?

Speaker speaker\_1: No, I haven't received no ID card. I wanted to change my insurance to a different one than what they just automatically signed me up for.

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: Surge.

Speaker speaker\_0: May I have the last four digits with you, please?

Speaker speaker\_1: 3469.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Justin Lee.

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

Speaker speaker\_1: 519 North 6th Street, Wrightsville, Indiana 46173. My date of birth is 01/20/83.

Speaker speaker\_0: Uh, we have a phone number on file, 765-3160-502, and your email-

Speaker speaker\_1: That's it.

Speaker speaker\_0: ... justinlee36mafia@gmail.com.

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right. So, um, you would not get auto-enrolled because, um, you already had insurance before with them or declining. Now, what I could do, um, have you seen the benefit guide? Do you know what you would like enrolled in?

Speaker speaker\_1: Yeah, I've seen something that said, uh, something about addiction. I, I'm in addiction, uh, like... I see an addiction. I'm on Subutex for heroin addiction, previous heroin addiction, and then I seen one that said for anxiety. I have bipolar disorder, schizophrenia-

Speaker speaker\_0: So-

Speaker speaker\_1: ... and PTSD.

Speaker speaker\_0: ... excuse me, sir.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right, um, we don't process when it comes to the prescription, but you're looking for something that could cover your medication?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So they do offer a plan that has the medication, a prescription plan, and they also... You could also purchase it by itself. Um, if you would like, I could send you or send you email.

Speaker speaker\_1: Well-

Speaker speaker\_0: But you can see-

Speaker speaker\_1: Well, I need-

Speaker speaker\_0: ... if they cover your medication, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 'Cause I won't be able to tell you that. You will have to contact them or go online and find out.

Speaker speaker\_1: Right, but it, it said that there was a special, like, service for the... Like, a special insurance for that reason when I looked at the PDFs and went through them.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So I'm just looking for something that'll cover a doctor that prescribes-

Speaker speaker\_0: I-

Speaker speaker\_1: ... that kind of medication.

Speaker speaker\_0: Okay, so y- they do offer behavioral health and regular medical plans.

Speaker speaker\_1: Right. Yeah, that's why I-

Speaker speaker\_0: Now-

Speaker speaker\_1: ... I need some, a medical plan that-

Speaker speaker\_0: Sir?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What I could do, I could send you the benefit guide so you could go over it because I have to send you information for an eligibility review to see if you are eligible to enroll at this time.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Well, I, I get-

Speaker speaker\_0: Meanwhile-

Speaker speaker\_1: ... my last, I get my fourth check tomorrow, so that's why I couldn't find this. Uh, I've, I've left messages on this number's previous times, and I could never get ahold of nobody. So, uh-

Speaker speaker\_0: So if, if-

Speaker speaker\_1: ... but I won't be-

Speaker speaker\_0: ... I don't-

Speaker speaker\_1: ... eligible after tomorrow, I don't think. They said after you get four checks, then you're not eligible.

Speaker speaker\_0: Well, if you can-

Speaker speaker\_1: And tomorrow I get-

Speaker speaker\_0: S- Sir, can I explain to you-

Speaker speaker\_1: No, go ahead. Yeah, yeah.

Speaker speaker\_0: Okay, so the hire date that you have with Surge is not the same one with us. Now, I-

Speaker speaker\_1: Uh...

Speaker speaker\_0: ... will send this information in today. They will let me know by tomorrow if you are eligible or not and will contact you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? So I will go ahead and email you the benefit guide so you can go over it and you can read over the med- um, the plan that they offer. So when we reach out to you tomorrow, you'll be able to tell us which plan would you like to enroll to. Also-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... there you can find the information for the prescription plan, which is FreeRx, and there you, you could go to their work- website and see if they cover your medication.

Speaker speaker\_1: You said it's called FreeRx?

Speaker speaker\_0: Yes, you're gonna see it on the benefit guide, sir.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: So the email's coming in from info@benefitsinacard. Check your-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... junk mail, it might go there. Someone from-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... there, they will contact you after we get the eligibility review.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? Anything else-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... for you, sir?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Thank you very much. I'm sorry.

Speaker speaker\_0: No problem. Have a great rest of the day.

Speaker speaker\_1: All right. You too. Bye-bye.