

Transcript: Pearl

Rojas-5809135356788736-4965660839165952

Full Transcript

Hi there. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with- Uh, hey, how are you doing? My name's Arshdeep Singh. Uh, I'm just calling in regard to some benefits. I don't know, like, I work for, like, a temp staff agency, like, for the city and, uh, I think... I think I just got enrolled to something in a card, but I never really filled out any forms and I'm just wondering, like, who gave the authorizations to put me into these forms or any applications or insurance or whatever coverage when I didn't really fill out any paperworks? Okay, what's the name of- My name is Arshdeep Singh. A-R-S-H-D-E-E-P, and my last name is Singh. The name of the staffing agency? Uh, Noor Staffing. Uh, N-O-O-R. Okay, bear with me one moment. Noor Staffing. That's just weird. Like, I didn't fill out any paperwork, so... Okay, I'll definitely take a look for you. What's the last four digits of your Social? Uh, 0675. And your address and date of birth. Uh, 05/03/2000. And your address? 30 South Tyson Avenue, Floral Park, New York, 11001. Okay. And I have your phone number as 516-835-5552. 516-853-5552. And I have your email address as arsh0530@gmail.com? Yeah. Okay. I don't have you enrolled in any coverage. All right, perfect. Thank you. That's all I wanted to know because I don't want nothing to mess with my health coverage or anything like that, 'cause I don't want no secondary, uh, coverage when I already have Medicaid, you know? I don't want to mess with that. So I don't have no coverage with you guys, right? Correct. All right, perfect. Thank you. I just received this, um, random message from you guys, uh, says, "Nor Staffing, your benefits transitioned to Benefits in a Card effective 2/03. However, you have until 3/02/2015 to make changes to that coverage. Don't miss the opportunity." Yes, because Nor Staffing did have a previously different, um, health care administrator, and they are trans- transitioning over to us, so the coverage would be now coming over into our systems, and, um, all that information. So, it was... It's more of a, a notice that if you had coverage with Noor, they have a new healthcare administrator. Got it. But I don't want no coverage, so- And you're not enrolled, hmm? All right, perfect. Thank you. I don't want to be enrolled at all. All right, thank you. No problem. Have a great day. You too, brother.

Conversation Format

Speaker speaker_0: Hi there. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with-

Speaker speaker_1: Uh, hey, how are you doing? My name's Arshdeep Singh. Uh, I'm just calling in regard to some benefits. I don't know, like, I work for, like, a temp staff agency, like,

for the city and, uh, I think... I think I just got enrolled to something in a card, but I never really filled out any forms and I'm just wondering, like, who gave the authorizations to put me into these forms or any applications or insurance or whatever coverage when I didn't really fill out any paperworks?

Speaker speaker_0: Okay, what's the name of-

Speaker speaker_1: My name is Arshdeep Singh. A-R-S-H-D-E-E-P, and my last name is Singh.

Speaker speaker_0: The name of the staffing agency?

Speaker speaker_1: Uh, Noor Staffing. Uh, N-O-O-R.

Speaker speaker_0: Okay, bear with me one moment.

Speaker speaker_1: Noor Staffing. That's just weird. Like, I didn't fill out any paperwork, so...

Speaker speaker_0: Okay, I'll definitely take a look for you. What's the last four digits of your Social?

Speaker speaker_1: Uh, 0675.

Speaker speaker_0: And your address and date of birth.

Speaker speaker_1: Uh, 05/03/2000.

Speaker speaker_0: And your address?

Speaker speaker_1: 30 South Tyson Avenue, Floral Park, New York, 11001.

Speaker speaker_0: Okay. And I have your phone number as 516-835-5552.

Speaker speaker_1: 516-853-5552.

Speaker speaker_0: And I have your email address as arsh0530@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. I don't have you enrolled in any coverage.

Speaker speaker_1: All right, perfect. Thank you. That's all I wanted to know because I don't want nothing to mess with my health coverage or anything like that, 'cause I don't want no secondary, uh, coverage when I already have Medicaid, you know? I don't want to mess with that. So I don't have no coverage with you guys, right?

Speaker speaker_0: Correct.

Speaker speaker_1: All right, perfect. Thank you. I just received this, um, random message from you guys, uh, says, "Nor Staffing, your benefits transitioned to Benefits in a Card effective 2/03. However, you have until 3/02/2015 to make changes to that coverage. Don't miss the opportunity."

Speaker speaker_0: Yes, because Nor Staffing did have a previously different, um, health care administrator, and they are trans- transitioning over to us, so the coverage would be now coming over into our systems, and, um, all that information. So, it was... It's more of a, a notice that if you had coverage with Noor, they have a new healthcare administrator.

Speaker speaker_1: Got it. But I don't want no coverage, so-

Speaker speaker_0: And you're not enrolled, hmm?

Speaker speaker_1: All right, perfect. Thank you. I don't want to be enrolled at all. All right, thank you.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: You too, brother.