

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is, how can I assist you today? Um, it says on here that this isn't regular health insurance coverage. So can you- Where does it say that? Pardon? Where does it say that, ma'am? Um, the very beginning when they're explaining everything. It just says, well, this isn't, uh, comprehensive health insurance, I think it says. Okay. I apologize, ma'am. Let me clarify. Can you please give me more context so that I can assist you? What is it exactly that you're reading, ma'am? Uh, I don't have it in front of me right now, 'cause I just wondered what the difference is. That's why I don't understand why this isn't regular health insurance. So you're saying this is regular health insurance? No, ma'am, I'm not saying that it is or that it isn't, since I do not know where it is that you're reading it. You have called Benefits in a Card, the administrators for the health insurance are provided by the staffing companies. Uh, we need to know specifically what type of document it is you are stating that on, so that I can provide you an explanation. All right, um- Like if there's an enrollment form, a benefit guide, or a coverage explanation that you received. Okay. Th- this is on the computer, but I'll find it again and then I'll call back. Okay? Undisputed, we're here 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. All right, thank you so much. My pleasure. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is, how can I assist you today?

Speaker speaker_1: Um, it says on here that this isn't regular health insurance coverage. So can you-

Speaker speaker_0: Where does it say that?

Speaker speaker_1: Pardon?

Speaker speaker_0: Where does it say that, ma'am?

Speaker speaker_1: Um, the very beginning when they're explaining everything. It just says, well, this isn't, uh, comprehensive health insurance, I think it says.

Speaker speaker_0: Okay. I apologize, ma'am. Let me clarify. Can you please give me more context so that I can assist you? What is it exactly that you're reading, ma'am?

Speaker speaker_1: Uh, I don't have it in front of me right now, 'cause I just wondered what the difference is. That's why I don't understand why this isn't regular health insurance. So you're saying this is regular health insurance?

Speaker speaker_0: No, ma'am, I'm not saying that it is or that it isn't, since I do not know where it is that you're reading it. You have called Benefits in a Card, the administrators for the health insurance are provided by the staffing companies. Uh, we need to know specifically what type of document it is you are stating that on, so that I can provide you an explanation.

Speaker speaker_1: All right, um-

Speaker speaker_0: Like if there's an enrollment form, a benefit guide, or a coverage explanation that you received.

Speaker speaker_1: Okay. Th- this is on the computer, but I'll find it again and then I'll call back. Okay?

Speaker speaker_0: Undisputed, we're here 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.

Speaker speaker_1: All right, thank you so much.

Speaker speaker_0: My pleasure.

Speaker speaker_1: All right, bye-bye.