

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is this I'm speaking with? Yeah, my name's Chance Reynolds. And how can I assist you? Huh? How can I assist you? Yes, I do... Uh, first of all, there's a... Um, I started a job through the resource next week and they said I needed to call you about getting, about getting medical insurance. Okay. What are the last four digits of your social? Uh, 8414. All righty. And if you can verify your address and date of birth? Address is, uh, 455 South Main Street, Montclaire, North Carolina, zip code 27028, and date of birth is 08/24/1966. Okay. And I have your phone number as 244-9193. Yes. And have you emailed us as your first name, your last name @yahoo.com? What's that again? Your email address is your first name, your last name @yahoo.com? Oh, yes, yes. Okay, and do you know what you're wanting to enroll in today? Um... Well, I want something mm-hmm. ... 'cause my husband, we have, uh, to get back, like everyone kind of, uh, prescriptions and, uh, normal doctor business. Okay. Um, so there are two medical plans that you can choose from. Um, the VIP Classic and the VIP Basic. The Classic is \$18.55 a week for just yourself. The Basic is \$15.50 a week for just yourself. Um, the difference between the two is the dollar amount that they cover for each service. Um... And then, they also offer FreeRx which is prescription coverage. If your prescription is on the list of covered prescriptions, it's covered at 100%. Okay. And then as far as like, um, your medical plans with physician's office visits, they both cover \$50 a day for four visits a year. Anything after those \$50, uh, is your responsibility... Hello? Yes, I'm still here. Uh, what would be the best, uh, plan to get, the Basic or the Classic? I mean, as far as how often you go to the doctor, what they do to you, um, things like that. Well, most of the time I use just regular doctor visits, but at the, at the doctor's I do blood work, like, every time I go, which is about, like, twice a year. Mm-hmm. Hmm. Um- Oh, yeah, 'cause for the... For physician office visits they both cover \$50 a day for four days... Hello? Yeah, I'm still here. Trying to figure out which one I want to get. Mm-hmm. I guess go ahead and get the Basic plan because I need, 'cause I need, uh, stuff's coming up for my prescriptions and, uh, normal doctor visits. Okay. And did you want to do, um, the FreeRx for \$5.99 a week? Yeah, I'll be good 'cause I got, I got prescriptions I need to take so I, I don't know how the hell I'm gonna get there. Okay. Anything else, like dental, vision, life insurance, short term disability? Uh... Probably need to get life insurance at least, right now. Life insurance? Okay. Life insurance is \$196 a week. Oh, too bad. And what was I saying? The short term life, uh, short term disability? Mm-hmm. That one's- How much is that? ... \$3.66 a week. How much? \$3.66 a week. Yeah, I'll go ahead and get that too 'cause I know I might need that. Okay. Anything else? Uh, that's it. All right. So your weekly deductions are going to be of \$27.11. Is that okay? Yeah. Okay. We'll take one to two weeks for the staff in the agency to start making deductions. Once they do, the following Monday you become active and then later that week you receive your medical card to your

email. Um, do you know who you'd want to put down for the beneficiary on the term life? Uh... Yeah, Glenda Morse. Glenda Morse? Yes. Glenda, G-E-... G-L-E-N-D-A. And what is her relation to you? Uh, she's my sister. All right. All right, I went ahead and got all the information down. Do you have any questions? Yeah, when do you say this coverage, uh, all this stuff's taken out? It, it... Within one to two weeks. Oh, yeah, 'cause I'm supposed to start that job Monday, so that's why I was asking. Mm-hmm. Yes, sir. So it should take one to two weeks. Yeah. Will I get like a card in the mail or just email? Um, so your initial card will be via email but then once you do receive that card, or once you do see the first deduction, um, you can give us a call and we can put in a request for, uh, physical to be sent out. Okay. Thank you. No problem. Is there anything I can assist, assist you with? Uh, that's it today as far as, far as I know. All righty. Thank you so much for calling. You have a great day. All right. Thank you. Hello? Yes. Ah, sorry. I just wanted to... May I have... I was just looking here, hon, do you have anything else I need? Do they pay it to you? Nope. Nope, you're good to go. Have a great day. All right. All right. Thank you. Bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is this I'm speaking with?

Speaker speaker_1: Yeah, my name's Chance Reynolds.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Huh?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Yes, I do... Uh, first of all, there's a... Um, I started a job through the resource next week and they said I needed to call you about getting, about getting medical insurance.

Speaker speaker_0: Okay. What are the last four digits of your social?

Speaker speaker_1: Uh, 8414.

Speaker speaker_0: All righty. And if you can verify your address and date of birth?

Speaker speaker_1: Address is, uh, 455 South Main Street, Montclaire, North Carolina, zip code 27028, and date of birth is 08/24/1966.

Speaker speaker_0: Okay. And I have your phone number as 244-9193.

Speaker speaker_1: Yes.

Speaker speaker_0: And have you emailed us as your first name, your last name @yahoo.com?

Speaker speaker_1: What's that again?

Speaker speaker_0: Your email address is your first name, your last name @yahoo.com?

Speaker speaker_1: Oh, yes, yes.

Speaker speaker_0: Okay, and do you know what you're wanting to enroll in today?

Speaker speaker_1: Um... Well, I want something

Speaker speaker_2: mm-hmm.

Speaker speaker_1: ... 'cause my husband, we have, uh, to get back, like everyone kind of, uh, prescriptions and, uh, normal doctor business.

Speaker speaker_0: Okay. Um, so there are two medical plans that you can choose from. Um, the VIP Classic and the VIP Basic. The Classic is \$18.55 a week for just yourself. The Basic is \$15.50 a week for just yourself. Um, the difference between the two is the dollar amount that they cover for each service. Um... And then, they also offer FreeRx which is prescription coverage. If your prescription is on the list of covered prescriptions, it's covered at 100%.

Speaker speaker_1: Okay.

Speaker speaker_0: And then as far as like, um, your medical plans with physician's office visits, they both cover \$50 a day for four visits a year. Anything after those \$50, uh, is your responsibility... Hello?

Speaker speaker_1: Yes, I'm still here. Uh, what would be the best, uh, plan to get, the Basic or the Classic?

Speaker speaker_0: I mean, as far as how often you go to the doctor, what they do to you, um, things like that.

Speaker speaker_1: Well, most of the time I use just regular doctor visits, but at the, at the doctor's I do blood work, like, every time I go, which is about, like, twice a year.

Speaker speaker_2: Mm-hmm. Hmm. Um-

Speaker speaker_0: Oh, yeah, 'cause for the... For physician office visits they both cover \$50 a day for four days... Hello?

Speaker speaker_1: Yeah, I'm still here. Trying to figure out which one I want to get.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I guess go ahead and get the Basic plan because I need, 'cause I need, uh, stuff's coming up for my prescriptions and, uh, normal doctor visits.

Speaker speaker_0: Okay. And did you want to do, um, the FreeRx for \$5.99 a week?

Speaker speaker_1: Yeah, I'll be good 'cause I got, I got prescriptions I need to take so I, I don't know how the hell I'm gonna get there.

Speaker speaker_0: Okay. Anything else, like dental, vision, life insurance, short term disability?

Speaker speaker_1: Uh... Probably need to get life insurance at least, right now.

Speaker speaker_0: Life insurance? Okay. Life insurance is \$196 a week.

Speaker speaker_1: Oh, too bad. And what was I saying? The short term life, uh, short term disability?

Speaker speaker_0: Mm-hmm. That one's-

Speaker speaker_1: How much is that?

Speaker speaker_0: ... \$3.66 a week.

Speaker speaker_1: How much?

Speaker speaker_0: \$3.66 a week.

Speaker speaker_1: Yeah, I'll go ahead and get that too 'cause I know I might need that.

Speaker speaker_0: Okay. Anything else?

Speaker speaker_1: Uh, that's it.

Speaker speaker_0: All right. So your weekly deductions are going to be of \$27.11. Is that okay?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. We'll take one to two weeks for the staff in the agency to start making deductions. Once they do, the following Monday you become active and then later that week you receive your medical card to your email. Um, do you know who you'd want to put down for the beneficiary on the term life?

Speaker speaker_1: Uh... Yeah, Glenda Morse.

Speaker speaker_0: Glenda Morse?

Speaker speaker_1: Yes. Glenda, G-E-... G-L-E-N-D-A.

Speaker speaker_0: And what is her relation to you?

Speaker speaker_1: Uh, she's my sister.

Speaker speaker_0: All right. All right, I went ahead and got all the information down. Do you have any questions?

Speaker speaker_1: Yeah, when do you say this coverage, uh, all this stuff's taken out?

Speaker speaker_0: It, it... Within one to two weeks.

Speaker speaker_1: Oh, yeah, 'cause I'm supposed to start that job Monday, so that's why I was asking.

Speaker speaker_0: Mm-hmm. Yes, sir. So it should take one to two weeks.

Speaker speaker_1: Yeah. Will I get like a card in the mail or just email?

Speaker speaker_0: Um, so your initial card will be via email but then once you do receive that card, or once you do see the first deduction, um, you can give us a call and we can put in a request for, uh, physical to be sent out.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. Is there anything I can assist, assist you with?

Speaker speaker_1: Uh, that's it today as far as, far as I know.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. Thank you. Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Ah, sorry. I just wanted to... May I have... I was just looking here, hon, do you have anything else I need? Do they pay it to you?

Speaker speaker_0: Nope. Nope, you're good to go. Have a great day.

Speaker speaker_1: All right. All right. Thank you. Bye.