

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl whoever, pleasure speaking with. Hi, Pearl, my name is Joyce and I have Larry Blackmail on the line. He is a subscriber, but I'm on the line as a friend to just help him. And we have a general question. Um, he is currently applying for Medicare/Social Security, and one of the questions was the health plan that he was on, which has expired on 8-25-24, as we understand it, uh, expires, but all they need to know is how many members are a part of that group. Uh, is it 20 or more? And is 20 or more that affects what happens in the next stage of him applying for his Medicare/Social Security? We do have a group number for you, if that would help. I don't have that information. Um, I wouldn't be able to say how many people in his, in his HCL are in that plan. Mm-hmm. If you guys don't have that information, he can try asking his Adept agency, and maybe they know how many people are enrolled in that plan, but I wouldn't know how many people are enrolled in that specific plan he's in. Hmm. You said... You said try Adept? Yeah, he... I think you've called them, right, Larry? Yeah, I called him first and they, they told me to, uh, call you guys. Yeah, we wouldn't... We wouldn't know specifically how many people are enrolled in that plan. Okay, yeah, I called three, like three different, uh, three different people concerning that. Do you have a number where we can corporate report Adept because maybe that's where we need to go, is to Adept, not, you know, and go to somebody in management higher than the, uh, customer service rep that may be on the line over there? I don't have a number, um, like that. Okay. Um, yeah, we don't really have a number like that. Okay, and, and so is that A-D-E-P-T, that's who we'll be calling again, right? Correct, Adept. Adept HR. Okay, Adept HR. All right. Okay, and, uh, Larry, you have that number to Adept? Yes, I do. Okay, all right. Thank you so much. We appreciate your help. No problem. Thank you so much for calling. You have a great day. Okay, thank you. Okay, it looks like we're gonna have to call over there and maybe we're gonna have to get to, uh, like the corporate side of the house.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl whoever, pleasure speaking with.

Speaker speaker_1: Hi, Pearl, my name is Joyce and I have Larry Blackmail on the line. He is a subscriber, but I'm on the line as a friend to just help him. And we have a general question. Um, he is currently applying for Medicare/Social Security, and one of the questions was the health plan that he was on, which has expired on 8-25-24, as we understand it, uh, expires,

but all they need to know is how many members are a part of that group. Uh, is it 20 or more? And is 20 or more that affects what happens in the next stage of him applying for his Medicare/Social Security? We do have a group number for you, if that would help.

Speaker speaker_0: I don't have that information. Um, I wouldn't be able to say how many people in his, in his HCL are in that plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: If you guys don't have that information, he can try asking his Adept agency, and maybe they know how many people are enrolled in that plan, but I wouldn't know how many people are enrolled in that specific plan he's in.

Speaker speaker_1: Hmm.

Speaker speaker_2: You said... You said try Adept?

Speaker speaker_1: Yeah, he... I think you've called them, right, Larry?

Speaker speaker_2: Yeah, I called him first and they, they told me to, uh, call you guys.

Speaker speaker_0: Yeah, we wouldn't... We wouldn't know specifically how many people are enrolled in that plan.

Speaker speaker_2: Okay, yeah, I called three, like three different, uh, three different people concerning that.

Speaker speaker_1: Do you have a number where we can corporate report Adept because maybe that's where we need to go, is to Adept, not, you know, and go to somebody in management higher than the, uh, customer service rep that may be on the line over there?

Speaker speaker_0: I don't have a number, um, like that.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, yeah, we don't really have a number like that.

Speaker speaker_1: Okay, and, and so is that A-D-E-P-T, that's who we'll be calling again, right?

Speaker speaker_0: Correct, Adept. Adept HR.

Speaker speaker_1: Okay, Adept HR. All right. Okay, and, uh, Larry, you have that number to Adept?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: Okay, all right. Thank you so much. We appreciate your help.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Okay, thank you. Okay, it looks like we're gonna have to call over there and maybe we're gonna have to get to, uh, like the corporate side of the house.