

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Better Fit Dinner Card. My name is Pearl. Who did I have the pleasure of speaking with? Lisa Easterling. And how can I assist you? I went ahead and, um, purchased a, with Mega Force. And the lady said I should have the card by now, Mega Force pass, she said I have to have the card by now, but I don't. Okay. What's the name? What's the last four digits of your Social? 6568. And your address in data breakfast? 33167. And your address? Uh, I don't know if it's the physical or the... Uh, 26855 North Turnpike Road, and P.O. Box 243, Beaufort, Miss Wagram, W-A-G-R-A-M, North Carolina. Okay. And I have your phone number as 910-318-5515, uh, 5515. 15. All right. And I have your email address as miss.easterling@gmail.com. Right. Okay. So you did become active this past week Friday, so it's possible your, your, um, virtual copies are ready. I can definitely take a look to see if your virtual copies of your cards are ready. My what? The virtual copies of your card, like via email. You said what... Do I want a copy of the card? I can definitely take a look to see if your cards are ready to send you via email if you'd like. Yeah. So I'm not gonna get no card? You'll receive your dental and preventative health cards by the end of the week to your residence, and then your med- medical will go to your email. Okay. Another question. So does it pay for mammogram and regular doctor's appointments? Um, it... A regular doctor's appointment you can do via, um, via webcam, it will cover that. But you're not able to go actually into a doctor's office for a regular doctor's appointment. It'll cover your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of thing. But it doesn't cover you actually going into a doctor for a normal doctor visit. So will it go... Will it cover, uh, just a checkup? It's not a... If it's not your annual physical, it won't. So you can't just go to the doctor with it? No, ma'am. Well, I don't understand what's the purpose of it. So, uh, it won't cover a mammogram either? Um, I believe it does cover that. I can transfer you over to the insurance carrier to confirm, but I believe it does. Okay. I'm sorry. You have two... Okay. So your medical plan will cover your physician's office. I'm sorry, I'm thinking about your preventive health plan. You do have, um, your medical plan that will cover physician's office visits for you to go into the doctor. Um... Give me one second. So for your doctor's office visit, the plan that you're enrolled in- Mm. ... covers \$50, um, at the physician's office and then you're responsible for the remainder. . That's a, a regular checkup? Yes. Hmm. Okay. So when I'ma get them cards, you say? I can email you a copy of your cards right now. Okay. And if you... Um, you'll receive hard copies of your dental and preventive health by the end of the week. Okay. And you say you don't know about a mammogram? Um, um, I believe they are covered, but if you'd like, I can transfer you over to the insurance company and they can confirm. Say what? I believe they are covered, but if you'd like, I can send you... I can transfer you over to the insurance carrier and they'll be able to confirm. Okay. Yeah. Go ahead 'cause

I'm, I'm, I'm getting ready to go into work. That's why I was trying to find out. Okay. Bear with me one moment, I'll get you transferred right over. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. Thank you for calling Better Fit Dinner Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_2: Lisa Easterling.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I went ahead and, um, purchased a, with Mega Force. And the lady said I should have the card by now, Mega Force pass, she said I have to have the card by now, but I don't.

Speaker speaker_1: Okay. What's the name? What's the last four digits of your Social?

Speaker speaker_2: 6568.

Speaker speaker_1: And your address in data breakfast?

Speaker speaker_2: 33167.

Speaker speaker_1: And your address?

Speaker speaker_2: Uh, I don't know if it's the physical or the... Uh, 26855 North Turnpike Road, and P.O. Box 243, Beaufort, Miss Wagram, W-A-G-R-A-M, North Carolina.

Speaker speaker_1: Okay. And I have your phone number as 910-318-5515, uh, 5515.

Speaker speaker_2: 15. All right.

Speaker speaker_1: And I have your email address as miss.easterling@gmail.com.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. So you did become active this past week Friday, so it's possible your, your, um, virtual copies are ready. I can definitely take a look to see if your virtual copies of your cards are ready.

Speaker speaker_2: My what?

Speaker speaker_1: The virtual copies of your card, like via email.

Speaker speaker_2: You said what... Do I want a copy of the card?

Speaker speaker_1: I can definitely take a look to see if your cards are ready to send you via email if you'd like.

Speaker speaker_2: Yeah. So I'm not gonna get no card?

Speaker speaker_1: You'll receive your dental and preventative health cards by the end of the week to your residence, and then your med- medical will go to your email.

Speaker speaker_2: Okay. Another question. So does it pay for mammogram and regular doctor's appointments?

Speaker speaker_1: Um, it... A regular doctor's appointment you can do via, um, via webcam, it will cover that. But you're not able to go actually into a doctor's office for a regular doctor's appointment. It'll cover your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of thing. But it doesn't cover you actually going into a doctor for a normal doctor visit.

Speaker speaker_2: So will it go... Will it cover, uh, just a checkup? It's not a...

Speaker speaker_1: If it's not your annual physical, it won't.

Speaker speaker_2: So you can't just go to the doctor with it?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Well, I don't understand what's the purpose of it. So, uh, it won't cover a mammogram either?

Speaker speaker_1: Um, I believe it does cover that. I can transfer you over to the insurance carrier to confirm, but I believe it does.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm sorry. You have two... Okay. So your medical plan will cover your physician's office. I'm sorry, I'm thinking about your preventive health plan. You do have, um, your medical plan that will cover physician's office visits for you to go into the doctor. Um... Give me one second. So for your doctor's office visit, the plan that you're enrolled in-

Speaker speaker_2: Mm.

Speaker speaker_1: ... covers \$50, um, at the physician's office and then you're responsible for the remainder.

Speaker speaker_2: . That's a, a regular checkup?

Speaker speaker_1: Yes.

Speaker speaker_2: Hmm. Okay. So when I'ma get them cards, you say?

Speaker speaker_1: I can email you a copy of your cards right now.

Speaker speaker_2: Okay.

Speaker speaker_1: And if you... Um, you'll receive hard copies of your dental and preventive health by the end of the week.

Speaker speaker_2: Okay. And you say you don't know about a mammogram?

Speaker speaker_1: Um, um, I believe they are covered, but if you'd like, I can transfer you over to the insurance company and they can confirm.

Speaker speaker_2: Say what?

Speaker speaker_1: I believe they are covered, but if you'd like, I can send you... I can transfer you over to the insurance carrier and they'll be able to confirm.

Speaker speaker_2: Okay. Yeah. Go ahead 'cause I'm, I'm, I'm getting ready to go into work. That's why I was trying to find out.

Speaker speaker_1: Okay. Bear with me one moment, I'll get you transferred right over.

Speaker speaker_2: Okay.