

## **Transcript: Pearl**

**Rojas-4882728588722176-5182286585708544**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I understand speaking with? My name is Denise Allen, and I am a benefits specialist for Kettering Health. And one of our employees submitted a document, a letter, um, from you that shows that her husband, Jason Church, uh, uh, has new coverage effective January 6th. But this does not appear to be credible coverage. Can I verify if this is credible coverage? Um, give me one moment. I'm gonna place you on a brief hold. Thank you. Thank you so much for holding, Ms. Denise. So on the... on the letter that you received, does it have the insurance carrier's name on it? 'Cause we're the... the hou- the enrollment specialists. We take care of enrollments and cancellations and things like that. But does it have any- Yeah. It has several. It has several different, um, carriers listed and... but none of these coverages look like credible coverage. So I was trying to check with you since the letter came from you. For Jason Church, I show American Public Life for hospital, indemnity, critical illness, pharmacy, dental, and then Superior Vision for vision, American Public Life for term life and short-term disability, and MEMD for behavioral health. Okay. Yes. So if you'd like, I can give you American Public Life's phone number. They'll be able to t- confirm the information you're needing. Um, or I can transfer you over however you prefer. I'd like to be transferred please. All righty. Thank you so much for calling. You have a great day, Ms. Denise. But... but you don't... You're just the enrollment company. You do not confirm whether or not any of these are credible coverage? Correct. I cannot confirm that information. We are just the, uh, healthcare administrators. Okay. Thank you. No problem. Have a great day. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I understand speaking with?

Speaker speaker\_2: My name is Denise Allen, and I am a benefits specialist for Kettering Health. And one of our employees submitted a document, a letter, um, from you that shows that her husband, Jason Church, uh, uh, has new coverage effective January 6th. But this does not appear to be credible coverage. Can I verify if this is credible coverage?

Speaker speaker\_1: Um, give me one moment. I'm gonna place you on a brief hold.

Speaker speaker\_2: Thank you.

Speaker speaker\_0: Thank you so much for holding, Ms. Denise. So on the... on the letter that you received, does it have the insurance carrier's name on it? 'Cause we're the... the hou- the enrollment specialists. We take care of enrollments and cancellations and things like that. But does it have any-

Speaker speaker\_2: Yeah. It has several. It has several different, um, carriers listed and... but none of these coverages look like credible coverage. So I was trying to check with you since the letter came from you. For Jason Church, I show American Public Life for hospital, indemnity, critical illness, pharmacy, dental, and then Superior Vision for vision, American Public Life for term life and short-term disability, and MEMD for behavioral health.

Speaker speaker\_1: Okay. Yes. So if you'd like, I can give you American Public Life's phone number. They'll be able to t- confirm the information you're needing. Um, or I can transfer you over however you prefer.

Speaker speaker\_2: I'd like to be transferred please.

Speaker speaker\_1: All righty. Thank you so much for calling. You have a great day, Ms. Denise.

Speaker speaker\_2: But... but you don't... You're just the enrollment company. You do not confirm whether or not any of these are credible coverage?

Speaker speaker\_1: Correct. I cannot confirm that information. We are just the, uh, healthcare administrators.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Have a great day.

Speaker speaker\_2: Thank you.