

## **Transcript: Pearl**

**Rojas-4906391428349952-4731155219169280**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ludos. Who are you speaking with? Hi. Good, um, morning. I am Jessica Martinez. I'm trying to schedule an appointment, but I didn't know if I was only allowed to go to your survivors that are on the website, because I have a, an adjuster that I have in my middle name too. Okay. Do you know what plan you have? No. I was trying to log in but it doesn't give me access. Okay. What card... Do you have your card? No, I don't have anything. Okay. What is the name of the staff agency you work for? It's, um, BG. And the last four digits of your social? Two, three, three, four. I'm sorry, what was that? Two, three, three, four. All righty. And if you can confirm your address and date of birth. It's 7854 Montalva, Houston, Texas 77048, I mean 40. And the... What else did you ask for? Date of birth. 12/12/91. Can I have your phone number as 608-4391? Yes. Can I have your email address as jessica.martinez2820@yahoo.com? Yes. Okay. And you're trying to go in, 'cause you have, um, preventative health and you have virtual care, but you don't have an actual medical plan where you can go into a doctor's office. So I can only use whatever, I guess, is accessed through the... through this website, correct? Correct, the virtual, the virtual care. So when will it kick in where I have actual benefits? Well, you don't have a medical plan. You have preventative health which is like your immunizations, your eye, nose, throat, those kinds of things. Mm-hmm. But you don't have an actual medical plan where you can go into a doctor's office. Oh. I see. Gotcha. Okay. Well, that's what I wanted to know. All righty. Thank you so much for calling. You have a great day. Thank you. Bye-bye.

### **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 Benefits in a Card. My name is Pearl Ludos. Who are you speaking with?

Speaker speaker\_2: Hi. Good, um, morning. I am Jessica Martinez. I'm trying to schedule an appointment, but I didn't know if I was only allowed to go to your survivors that are on the website, because I have a, an adjuster that I have in my middle name too.

Speaker speaker\_1: Okay. Do you know what plan you have?

Speaker speaker\_2: No. I was trying to log in but it doesn't give me access.

Speaker speaker\_1: Okay. What card... Do you have your card?

Speaker speaker\_2: No, I don't have anything.

Speaker speaker\_1: Okay. What is the name of the staff agency you work for?

Speaker speaker\_2: It's, um, BG.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: Two, three, three, four.

Speaker speaker\_1: I'm sorry, what was that?

Speaker speaker\_2: Two, three, three, four.

Speaker speaker\_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_2: It's 7854 Montalva, Houston, Texas 77048, I mean 40. And the... What else did you ask for?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: 12/12/91.

Speaker speaker\_1: Can I have your phone number as 608-4391?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can I have your email address as jessica.martinez2820@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you're trying to go in, 'cause you have, um, preventative health and you have virtual care, but you don't have an actual medical plan where you can go into a doctor's office.

Speaker speaker\_2: So I can only use whatever, I guess, is accessed through the... through this website, correct?

Speaker speaker\_1: Correct, the virtual, the virtual care.

Speaker speaker\_2: So when will it kick in where I have actual benefits?

Speaker speaker\_1: Well, you don't have a medical plan. You have preventative health which is like your immunizations, your eye, nose, throat, those kinds of things.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But you don't have an actual medical plan where you can go into a doctor's office.

Speaker speaker\_2: Oh. I see. Gotcha. Okay. Well, that's what I wanted to know.

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

Speaker speaker\_2: Thank you. Bye-bye.