

## **Transcript: Pearl**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Only Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hey, Pearl. My name's Craig. Um, I just got my insurance card sent to me. I'm in a doctor's office right now. Um, I just have to fill out some paperwork. I had a couple questions about what I'm seeing. Um, under where it says member, I'm guessing employee ID is what I would fill out for the policy ID or policy number? Um, what, what kind of card do you have? What does your card say? Uh, they just send it to me in the e- in a email. I got member, pharmacy and medical. Okay. But does it... Sorry, does it say like, um, APL Limited, uh, Limited, uh, Benefit Plan or does it say 90 Degree Benefits on it? Okay. So it says Crown Services, Inc. Certified WBENC. Um, I can give you my information, if that'd be more helpful. Um, okay. Let me go ahead and take a look. What's the name of the company do you say work for? I work for, uh, Surge. And the last four digits of your social? 7694. 7694. Okay. All right. And if you can verify your address and date of birth. Mm-hmm. My address is 211 Wilson Street, Newark, Ohio. My birthday is October 25th, 1996. Okay. And I have your phone number as 740-281-6484. Yeah. And I have your email address- 740-281... I'm sorry? Um, I have your email address as GRyan2229@gmail.com? Uh, yeah, yeah. Okay. Give me one moment. Mm-hmm. Okay. So you have the MEC TelRx. So... Okay, let me get you transferred over to, to them so you can, um, confirm which number would be your member ID number. Okay? Uh, but, but does it show like the, uh, policy ID number 'Cause I have the, uh, I- employee ID. That's what I'm saying. Uh, th- I'm sorry, maybe I didn't... Maybe I said the wrong thing. I'm gonna get you over to them so they can tell y- confirm with you, which is your policy number that you'll need to put down. Oh, okay. Okay. Bear with me one moment. I'ma place... I'm gonna transfer you right now. Thank you. No problem. Thank you so much for calling. And after it gets transferred over, it'll be option one, okay? Okay. All righty. Thank you so much for calling. You have a great day. Have a great day.

### **Conversation Format**

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Only Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Hey, Pearl. My name's Craig. Um, I just got my insurance card sent to me. I'm in a doctor's office right now. Um, I just have to fill out some paperwork. I had a couple questions about what I'm seeing. Um, under where it says member, I'm guessing employee ID

is what I would fill out for the policy ID or policy number?

Speaker speaker\_1: Um, what, what kind of card do you have? What does your card say?

Speaker speaker\_2: Uh, they just send it to me in the e- in a email. I got member, pharmacy and medical.

Speaker speaker\_1: Okay. But does it... Sorry, does it say like, um, APL Limited, uh, Limited, uh, Benefit Plan or does it say 90 Degree Benefits on it?

Speaker speaker\_2: Okay. So it says Crown Services, Inc. Certified WBENC. Um, I can give you my information, if that'd be more helpful.

Speaker speaker\_1: Um, okay. Let me go ahead and take a look. What's the name of the company do you say work for?

Speaker speaker\_2: I work for, uh, Surge.

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

Speaker speaker\_2: 7694.

Speaker speaker\_1: 7694. Okay. All right. And if you can verify your address and date of birth.

Speaker speaker\_2: Mm-hmm. My address is 211 Wilson Street, Newark, Ohio. My birthday is October 25th, 1996.

Speaker speaker\_1: Okay. And I have your phone number as 740-281-6484.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And I have your email address-

Speaker speaker\_2: 740-281... I'm sorry?

Speaker speaker\_1: Um, I have your email address as GRyan2229@gmail.com?

Speaker speaker\_2: Uh, yeah, yeah.

Speaker speaker\_1: Okay. Give me one moment.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. So you have the MEC TelRx. So... Okay, let me get you transferred over to, to them so you can, um, confirm which number would be your member ID number. Okay?

Speaker speaker\_2: Uh, but, but does it show like the, uh, policy ID number 'Cause I have the, uh, I- employee ID.

Speaker speaker\_1: That's what I'm saying. Uh, th- I'm sorry, maybe I didn't... Maybe I said the wrong thing. I'm gonna get you over to them so they can tell y- confirm with you, which is your policy number that you'll need to put down.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Okay. Bear with me one moment. I'ma place... I'm gonna transfer you right now.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. And after it gets transferred over, it'll be option one, okay?

Speaker speaker\_2: Okay.

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

Speaker speaker\_2: Have a great day.