

Transcript: Pearl

Rojas-4923692808093696-6505872298557440

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 do I have the pleasure speaking with? Hi, Pearl. My name is Yolanda Lindsay. And how can I assist you? I was calling in reference to my husband's insurance. I'm trying to see if it's active or not. They sent this card. I can give you the policy number. Hold on one second, I'm sorry. Trying to see if it's active. Um, are you on the account? No, I'm not. I mean, I can try to get him on the phone. Yes, in order to access his account, I will need to speak with him. Okay, let me... I don't know if it'll conference. Hold on one second. Yeah. Hello, ma'am? Yes. Hello? Hi, who do I have the pleasure of speaking with? Hello? Um, David Lindsay. Hi, Mr. Lindsay. Um, your wife was just telling me that she wasn't... which is active, and I just needed to get, um, confirmation that you're allowing her to, to look at your account, to have access to your account? Oh. Oh, yes, ma'am. Yes, ma'am, that's fine. Okay, if you can just confirm the last four of your Social and the name of your staffing agency, I can continue with her. Uh, 5525 Sersden. All right, thank you so much for that. I can continue with her. Thank you, ma'am. Oh, shit. Baby, you can hang up, I'll call you back. Okay. Love you. All right. And if I can have you confirm his address and date of birth? Um, 5205 Wilma Avenue, that's Phoenix City, Alabama, 36867. His date of birth is July the 19th, 1980. All right, and I have the... His phone number as 334-759-8814. It's actually changed from that number. I'm sorry, what is that number? 334-560-4503. I didn't have any... I have the email address on file as yo-yolanda.rlindsay@gmail.com? Yes, ma'am. Take a look here. Okay, so I do have... The coverage was active, but for some reason it looks like we haven't received a deduction for this week, so from the 2nd to the 8th, active coverage. Okay, so the 2nd through the 8th is no coverage? Correct. Okay, what dates he was covered? I'm sorry. Um, his coverage became active the 30th of September, and then just barely this week is when the coverage, um, is not active. So as of 12/01 it's not active? Um, 12th, 12/02. 12/02. What's the deductions per week? \$15.16. Am I able to pay that today? You are. Okay, let me pay that \$15. Let me, let me find my card. Hold on one second, hon. Mm-hmm. I didn't even know he had active coverage. This is truly a blessing. He's seen me and I don't have to ... think about ... Right, preventative health... Exactly, they really don't. Um, so the coverage is preventative health as far as, um, in do- in-office visits. He does have virtual care. He can see a doctor over the web, um, through webcam and virtually. Um, but in order to go into a doctor, it's only preventive health like immunizations, semi-CD screenings, cancer screenings, um, annual physical, things like that. Oh, so he don't have any hospital care or just a regular office visit? No, ma'am. Oh, well, I ain't gotta worry about it then 'cause preventive care he can go to a health department if he need to do any of that. Well, yes. Well, I'll just... Yeah, well, I'll just, I'll just wait. Um, is he able to get his medications? Like he take blood pressure medication. Can he

get medication through this program? 'Cause I see RX on there. Yep, so he has FreeRx built in. So what you would do is just go to FreeRx.com, go to Member Login and register with his information, and then it will show you his, um, ID card. And then, if you have any questions about specific, um, medications, it does have that information on there as well. Okay. Well, I'll probably just call back later if I decide to pay that \$15 because he'll be going back to work in about a week so they can take care of that at that time. Yep, once he starts working again, as long as it's... he doesn't miss four consecutive payments, um, as soon as they start making... he starts receiving his check again, the coverage will become active. Yeah, he's, he's sick right now. Okay, well, thank you, ma'am. No problem. Thank you so much for calling. You have a great day. You too. Bye.

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 do I have the pleasure speaking with?

Speaker speaker_2: Hi, Pearl. My name is Yolanda Lindsay.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I was calling in reference to my husband's insurance. I'm trying to see if it's active or not. They sent this card. I can give you the policy number. Hold on one second, I'm sorry. Trying to see if it's active.

Speaker speaker_1: Um, are you on the account?

Speaker speaker_2: No, I'm not. I mean, I can try to get him on the phone.

Speaker speaker_1: Yes, in order to access his account, I will need to speak with him.

Speaker speaker_2: Okay, let me... I don't know if it'll conference. Hold on one second. Yeah. Hello, ma'am?

Speaker speaker_1: Yes.

Speaker speaker_3: Hello?

Speaker speaker_1: Hi, who do I have the pleasure of speaking with?

Speaker speaker_3: Hello? Um, David Lindsay.

Speaker speaker_1: Hi, Mr. Lindsay. Um, your wife was just telling me that she wasn't... which is active, and I just needed to get, um, confirmation that you're allowing her to, to look at your account, to have access to your account?

Speaker speaker_3: Oh. Oh, yes, ma'am. Yes, ma'am, that's fine.

Speaker speaker_1: Okay, if you can just confirm the last four of your Social and the name of your staffing agency, I can continue with her.

Speaker speaker_3: Uh, 5525 Sersdten.

Speaker speaker_1: All righty, thank you so much for that. I can continue with her.

Speaker speaker_2: Thank you, ma'am.

Speaker speaker_3: Oh, shit.

Speaker speaker_2: Baby, you can hang up, I'll call you back.

Speaker speaker_3: Okay.

Speaker speaker_2: Love you.

Speaker speaker_1: All righty. And if I can have you confirm his address and date of birth?

Speaker speaker_2: Um, 5205 Wilma Avenue, that's Phoenix City, Alabama, 36867. His date of birth is July the 19th, 1980.

Speaker speaker_1: All right, and I have the... His phone number as 334-759-8814.

Speaker speaker_2: It's actually changed from that number.

Speaker speaker_1: I'm sorry, what is that number?

Speaker speaker_2: 334-560-4503.

Speaker speaker_1: I didn't have any... I have the email address on file as yo-yolanda.rlindsay@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Take a look here. Okay, so I do have... The coverage was active, but for some reason it looks like we haven't received a deduction for this week, so from the 2nd to the 8th, active coverage.

Speaker speaker_2: Okay, so the 2nd through the 8th is no coverage?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay, what dates he was covered? I'm sorry.

Speaker speaker_1: Um, his coverage became active the 30th of September, and then just barely this week is when the coverage, um, is not active.

Speaker speaker_2: So as of 12/01 it's not active?

Speaker speaker_1: Um, 12th, 12/02.

Speaker speaker_2: 12/02. What's the deductions per week?

Speaker speaker_1: \$15.16.

Speaker speaker_2: Am I able to pay that today?

Speaker speaker_1: You are.

Speaker speaker_2: Okay, let me pay that \$15. Let me, let me find my card. Hold on one second, hon.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I didn't even know he had active coverage. This is truly a blessing. He's seen me and I don't have to think about ...

Speaker speaker_4: Right, preventative health... Exactly, they really don't. Um, so the coverage is preventative health as far as, um, in do- in-office visits. He does have virtual care. He can see a doctor over the web, um, through webcam and virtually. Um, but in order to go into a doctor, it's only preventive health like immunizations, semi-CD screenings, cancer screenings, um, annual physical, things like that.

Speaker speaker_2: Oh, so he don't have any hospital care or just a regular office visit?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Oh, well, I ain't gotta worry about it then 'cause preventive care he can go to a health department if he need to do any of that.

Speaker speaker_1: Well, yes.

Speaker speaker_2: Well, I'll just... Yeah, well, I'll just, I'll just wait. Um, is he able to get his medications? Like he take blood pressure medication. Can he get medication through this program? 'Cause I see RX on there.

Speaker speaker_1: Yep, so he has FreeRx built in. So what you would do is just go to FreeRx.com, go to Member Login and register with his information, and then it will show you his, um, ID card. And then, if you have any questions about specific, um, medications, it does have that information on there as well.

Speaker speaker_2: Okay. Well, I'll probably just call back later if I decide to pay that \$15 because he'll be going back to work in about a week so they can take care of that at that time.

Speaker speaker_1: Yep, once he starts working again, as long as it's... he doesn't miss four consecutive payments, um, as soon as they start making... he starts receiving his check again, the coverage will become active.

Speaker speaker_2: Yeah, he's, he's sick right now. Okay, well, thank you, ma'am.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye.