

## Transcript: Pearl

**Rojas-5072212912029696-5004392199143424**

### Full Transcript

Hi, thank you for calling Benefits in a Card. My name is Pearl, who may I help you with? Hello, my name is Larita. I'm an- Okay. ... supervisor for Sturge Staffing. Uh-huh. And I have an employee here who does not speak English. She only speaks, um, Creole, um, or French. But she's wanting to know, um, if she's already enrolled in insurance. If not, can she still do so? Okay. What is the last four digits of her Social? 6453. And her name? Magdalene Pierre. Her name is here. And her address and date of birth? Um, her date of birth is November 7, 1998. I don't have her address in front of me right now. Okay, um- And I'm not... I'm sorry, go ahead. Um, in order to verify the county, I do need her address or her full Social. Okay. I can give you the full Social. Okay. It's 727-47-6453. All right. Um, taking a look here. She's enrolled in the MEC plan. Let me see. Um, the preventative health plan. Preventative health. Um, and let's see if she's eligible to make changes, but she's no longer able to make changes. Oh, never... She's no longer able to make changes? Mm-mm. Okay. Now, that plan you said she's on, is, is... What does that cover actually? Just preventative health, so annual physicals, immunizations, some, uh, STD screenings, some cancer screenings, things like that. So like if she goes to the emergency room, it's not, um, it's not... It won't be covered under the insurance or if she goes to her doctor for sickness or injury, it's not covered? Correct. Oh, wow. Oh, and she won't be able to change that again until open enrollment next year or this year? Correct. Which is O- what, October? August. Okay. Um, can you... I guess I gotta get... Can you mail her her insurance card because as of right now, she does not have one? I can. I can send it to her email that we have on file. I have, um, it's J-I-E-A-O-S-S-I-A@e3gmail.com? Yes. All righty. I'll go ahead and send that card to her, to her email. Okay, and there's no way to actually mail out an actual card to her, her address? Uh, um, we have an address on file, but until we're able to confirm that address, I'm not able to send a new one. I understand. Yeah, it has to be so long that the first one will send that we can send another one if the, if the address is the same. Okay, I understand. Thank you so much for your help. No problem. Thank you so much for calling. You have a great day. You're welcome. You too.

### Conversation Format

Speaker speaker\_0: Hi, thank you for calling Benefits in a Card. My name is Pearl, who may I help you with?

Speaker speaker\_1: Hello, my name is Larita. I'm an-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... supervisor for Sturge Staffing.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: And I have an employee here who does not speak English. She only speaks, um, Creole, um, or French. But she's wanting to know, um, if she's already enrolled in insurance. If not, can she still do so?

Speaker speaker\_0: Okay. What is the last four digits of her Social?

Speaker speaker\_1: 6453.

Speaker speaker\_0: And her name?

Speaker speaker\_1: Magdalene Pierre.

Speaker speaker\_0: Her name is here. And her address and date of birth?

Speaker speaker\_1: Um, her date of birth is November 7, 1998 . I don't have her address in front of me right now.

Speaker speaker\_0: Okay, um-

Speaker speaker\_1: And I'm not... I'm sorry, go ahead.

Speaker speaker\_0: Um, in order to verify the county, I do need her address or her full Social.

Speaker speaker\_1: Okay. I can give you the full Social.

Speaker speaker\_0: Okay.

Speaker speaker\_1: It's 727-47-6453.

Speaker speaker\_0: All right. Um, taking a look here. She's enrolled in the MEC plan.

Speaker speaker\_1: Let me see.

Speaker speaker\_0: Um, the preventative health plan. Preventative health. Um, and let's see if she's eligible to make changes, but she's no longer able to make changes.

Speaker speaker\_1: Oh, never... She's no longer able to make changes?

Speaker speaker\_0: Mm-mm.

Speaker speaker\_1: Okay. Now, that plan you said she's on, is, is... What does that cover actually?

Speaker speaker\_0: Just preventative health, so annual physicals, immunizations, some, uh, STD screenings, some cancer screenings, things like that.

Speaker speaker\_1: So like if she goes to the emergency room, it's not, um, it's not... It won't be covered under the insurance or if she goes to her doctor for sickness or injury, it's not covered?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Oh, wow. Oh, and she won't be able to change that again until open enrollment next year or this year?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Which is O- what, October? August. Okay. Um, can you... I guess I gotta get... Can you mail her her insurance card because as of right now, she does not have one?

Speaker speaker\_0: I can. I can send it to her email that we have on file. I have, um, it's J-I-E-A-O-S-S-I-A@e3gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. I'll go ahead and send that card to her, to her email.

Speaker speaker\_1: Okay, and there's no way to actually mail out an actual card to her, her address?

Speaker speaker\_0: Uh, um, we have an address on file, but until we're able to confirm that address, I'm not able to send a new one.

Speaker speaker\_1: I understand.

Speaker speaker\_0: Yeah, it has to be so long that the first one will send that we can send another one if the, if the address is the same.

Speaker speaker\_1: Okay, I understand. Thank you so much for your help.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You're welcome. You too.