

Transcript: Pearl

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Full Transcript

Hmm. Hi, good morning. Thank you for calling Benefits in a Card. My name is Elizabeth. Who am I speaking with? Hi, my name is Michael Turner. How are you today? I'm great. And yourself? I'm doing okay. That's good. Thank you so much for asking. How can I assist you? I, um, I'm calling because I enrolled... I actually called last night, you know, after business hours. And I was enrolled... I'm, I'm an employee of BGSF, if that, you know, that company rings a bell to you. And I had selected, um, uh, as a part of my plan some, uh, like a dental plan and then also a vision plan. And I got access to the Benefits in a Card website, but I'm only getting like urgent care, um, uh, like popping up for me. So I was calling to try to see if like how I could get access to my vision insurance and also my dental plan. Okay. And what is the last four digits of your social? That is 7140. Bear with me. Sure. Take your time. Thank you so much. And what is your address and date of birth? My address is 724 North Denny Street, Denny like, um, Delta, Echo, November, November, Yankee, um, Indianapolis, Indiana 46201. And my date of birth is September 20th, 1997. Okay. Can I have your phone number? It's 867-1454. That's correct. You got it. Can I have your email address? That's turnerdesign@... You got it. That's correct. Thank you. Great. So I'm ha- do have you enrolled in dental vision and preventative health with the TelRx and PreRx and with the Telehealth services and PreRx included. Uh, so you became active, uh, two weeks ago. So you haven't received any of your cards? No, I haven't yet. Okay. I can get those cards sent to you via email if you'd like. I would love that if you could. I, I didn't... I wasn't sure, like I've just been so busy. I wasn't really sure if like, um, if something... Like if I was gonna get something in the mail or not, so I'm glad I called. Yes, please. Thank you very much. Okay. That email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Thank you very much. And I'll be getting to you in a moment so I can download those and get them sent to you. Okay? Sure. Thank you so much. Please take your time. No problem. Do you have any other questions? Nope. I appreciate you and I hope you have a great day. You as well. Thank you so much for calling. Thanks. Bye. Bye.... the same time, uh, we have a lot of different, uh, programs and services that we offer through our, um, food pantries, um, in partnership with the Food Bank of Central New York. And we also have a very large program where we work with our local high schools to help them understand the importance of nutrition and how they can be involved in helping their communities by making sure that their students are getting nutritious food in their school lunch programs. So it's really an all-hands-on-deck kind of approach to make sure that we're doing everything we can to help our community be healthy. Great. Thank you. Absolutely. I'd like to talk a little bit about some of the challenges that you face as you're trying to grow these programs. Um, I know that there's always going to be people who are going to be against this type of thing. Um, you know, I think there's always going to be people who are going to be

against it because they don't understand the importance of it, but do you have any advice for how to overcome some of those obstacles? Yeah. I mean, I think just being patient is the biggest thing. You know, I think when you first start something like this, um, it can be very overwhelming. Um, but I think just being patient and knowing that, you know, you're doing the right thing is the best way to go about it. I'm sure. Um, so you mentioned, uh, some of the challenges, but what are some of the, the benefits that you see from having these programs? Like what, what do you see as some of the benefits to having these programs in place? Yeah, I think there's a lot of benefits to having these programs in place. Um, you know, when we started our program here in Poughkeepsie, uh, we were able to serve over 1,000 families. And just from that alone, we were able to help a lot of families who maybe wouldn't have been able to afford some of the things that they need on a regular basis. Um, we also know that there are a lot of people who are food insecure or food insecure, which means that they don't have access to enough nutritious food. So by being able to help those people as well, it helps us to know that we're doing our part to make sure that everyone has access to nutritious food. That's great. Thank you. You're welcome. So talk to me a little bit about some of the challenges that you face as you try to grow your program. What are some of the things that you do differently or how do you overcome those challenges? Yeah, so one of the biggest challenges that we face is just getting people to sign up for these programs. We find that a lot of people are not sure if this is something that's right for them. They're not sure how they're going to fit it into their life. So we try to make it as easy as possible for people to get involved with us by creating different types of programs that they can choose from. We also find that a lot of people are not sure if this is something that's right for them because there are so many different organizations and groups that are out there trying to offer these types of services. So we try to help people understand that there are different ways that they can get involved with us, and we try to make it as easy as possible for people to get involved with us. That's great. Thank you. I'd like to talk a little bit about some of the benefits that you see from having these programs. Um, I know that there's always going to be people who are going to be against this type of thing. Um, you know, I think there's always going to be people who are going to be against it because they don't understand the importance of it, but do you have any advice for how to overcome some of those obstacles? Yeah, I mean, I think just being patient is the biggest thing. You know, I think when you first start something like this, um, it can be very overwhelming. Um, but I think just being patient and knowing that, you know, you're doing the right thing is the best way to go about it. I'm sure. Um, so you mentioned, uh, some of the challenges that you see from having these programs. Like what, what do you see as some of the benefits to having these programs in place? What are some of the, the benefits that you see from having these programs? Yeah, I think there's a lot of benefits to having these programs in place. Um, you know, when we started our program here in Poughkeepsie, uh, we were able to serve over 1,000 families. And just from that alone, we were able to help a lot of families who maybe wouldn't have been able to afford some of the things that they need on a regular basis. Um, we also know that there are a lot of people who are food insecure or food insecure, which means that they don't have access to enough nutritious food. So by being able to help those people as well, it helps us to know that we're doing our part to make sure that everyone has access to nutritious food. That's great. Thank you. You're welcome.... the same time, we have a lot of different programs. We have our B.S. program, which is our Bachelor of Science in Nursing program. We also have our M.S. program, which is our Master

of Science program, and then we also have our D.S. program, which is our Doctorate of Science program. And so, each of those programs are very unique in their own way, and we have different programs for different reasons. So, if you're interested in becoming a nurse, you can come to our B.S. program, and if you're interested in becoming a nurse, you can come to our M.S. program. If you're interested in becoming a doctor, you can come to our M.D. program. If you're interested in becoming a doctor, you can come to our D.O. program. And so, each of those programs are very unique in their own way, and we have different programs for different reasons. So if you're interested in becoming a nurse, you can come to our B.S. program and become a nurse. If you're interested in becoming a doctor, you can come to our M.D. program and become a doctor. If you're interested in becoming a doctor, you can come to our D.O. program and become a doctor. So, we have different programs for different reasons, and each of those programs are very unique in their own way. Thank you so much for your time today. Thank you again for joining us here on KOCN. Yeah, thank you so much for having me. Thank you for your time. Well, thank you so much for joining us here on KOCN. If you would like to learn more about the University of South Florida's School of Nursing, you can visit our website at www.usfl.edu/nursing. You can also follow us on social media at USFLNurse. Be sure to like us on Facebook, follow us on Twitter, and subscribe to our YouTube channel. You can also check out our website at usfl.edu/nursing. Again, that's usfl.edu/nurse. Thank you again for joining us here on KOCN. You're welcome. Thank you so much for your time today. Thank you for your time. Thank you. Thank you so much for joining us here on KOCN. If you would like to learn more about the University of South Florida's School of Nursing, you can visit our website at www.usfl.edu/nursing. You can also follow us on social media at USFLNurse. Be sure to like us on Facebook, follow us on Twitter, and subscribe to our YouTube channel. You can also check out our website at usfl.edu/nursing. Again, that's usfl.edu/nurse. Thank you again for joining us here on KOCN. You're welcome. Thank you so much for your time today. Thank you for your time. Thank you.

Conversation Format

Speaker speaker_0: Hmm. Hi, good morning. Thank you for calling Benefits in a Card. My name is Elizabeth. Who am I speaking with?

Speaker speaker_1: Hi, my name is Michael Turner. How are you today?

Speaker speaker_0: I'm great. And yourself?

Speaker speaker_1: I'm doing okay. That's good. Thank you so much for asking.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I, um, I'm calling because I enrolled... I actually called last night, you know, after business hours. And I was enrolled... I'm, I'm an employee of BGSF, if that, you know, that company rings a bell to you. And I had selected, um, uh, as a part of my plan some, uh, like a dental plan and then also a vision plan. And I got access to the Benefits in a

Card website, but I'm only getting like urgent care, um, uh, like popping up for me. So I was calling to try to see if like how I could get access to my vision insurance and also my dental plan.

Speaker speaker_0: Okay. And what is the last four digits of your social?

Speaker speaker_1: That is 7140.

Speaker speaker_0: Bear with me.

Speaker speaker_1: Sure. Take your time. Thank you so much.

Speaker speaker_0: And what is your address and date of birth?

Speaker speaker_1: My address is 724 North Denny Street, Denny like, um, Delta, Echo, November, November, Yankee, um, Indianapolis, Indiana 46201. And my date of birth is September 20th, 1997.

Speaker speaker_0: Okay. Can I have your phone number? It's 867-1454.

Speaker speaker_1: That's correct. You got it.

Speaker speaker_0: Can I have your email address? That's turnerdesign@...

Speaker speaker_1: You got it. That's correct. Thank you.

Speaker speaker_0: Great. So I'm ha- do have you enrolled in dental vision and preventative health with the TelRx and PreRx and with the Telehealth services and PreRx included. Uh, so you became active, uh, two weeks ago. So you haven't received any of your cards?

Speaker speaker_1: No, I haven't yet.

Speaker speaker_0: Okay. I can get those cards sent to you via email if you'd like.

Speaker speaker_1: I would love that if you could. I, I didn't... I wasn't sure, like I've just been so busy. I wasn't really sure if like, um, if something... Like if I was gonna get something in the mail or not, so I'm glad I called. Yes, please. Thank you very much.

Speaker speaker_0: Okay. That email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: And I'll be getting to you in a moment so I can download those and get them sent to you. Okay?

Speaker speaker_1: Sure. Thank you so much. Please take your time.

Speaker speaker_0: No problem. Do you have any other questions?

Speaker speaker_1: Nope. I appreciate you and I hope you have a great day.

Speaker speaker_0: You as well. Thank you so much for calling.

Speaker speaker_1: Thanks. Bye.

Speaker speaker_0: Bye.

Speaker speaker_2: ... the same time, uh, we have a lot of different, uh, programs and services that we offer through our, um, food pantries, um, in partnership with the Food Bank of Central New York. And we also have a very large program where we work with our local high schools to help them understand the importance of nutrition and how they can be involved in helping their communities by making sure that their students are getting nutritious food in their school lunch programs. So it's really an all-hands-on-deck kind of approach to make sure that we're doing everything we can to help our community be healthy. Great. Thank you.

Absolutely. I'd like to talk a little bit about some of the challenges that you face as you're trying to grow these programs. Um, I know that there's always going to be people who are going to be against this type of thing. Um, you know, I think there's always going to be people who are going to be against it because they don't understand the importance of it, but do you have any advice for how to overcome some of those obstacles? Yeah. I mean, I think just being patient is the biggest thing. You know, I think when you first start something like this, um, it can be very overwhelming. Um, but I think just being patient and knowing that, you know, you're doing the right thing is the best way to go about it. I'm sure. Um, so you mentioned, uh, some of the challenges, but what are some of the, the benefits that you see from having these programs? Like what, what do you see as some of the benefits to having these programs in place? Yeah, I think there's a lot of benefits to having these programs in place. Um, you know, when we started our program here in Poughkeepsie, uh, we were able to serve over 1,000 families. And just from that alone, we were able to help a lot of families who maybe wouldn't have been able to afford some of the things that they need on a regular basis. Um, we also know that there are a lot of people who are food insecure or food insecure, which means that they don't have access to enough nutritious food. So by being able to help those people as well, it helps us to know that we're doing our part to make sure that everyone has access to nutritious food. That's great. Thank you. You're welcome. So talk to me a little bit about some of the challenges that you face as you try to grow your program. What are some of the things that you do differently or how do you overcome those challenges? Yeah, so one of the biggest challenges that we face is just getting people to sign up for these programs. We find that a lot of people are not sure if this is something that's right for them. They're not sure how they're going to fit it into their life. So we try to make it as easy as possible for people to get involved with us by creating different types of programs that they can choose from. We also find that a lot of people are not sure if this is something that's right for them because there are so many different organizations and groups that are out there trying to offer these types of services. So we try to help people understand that there are different ways that they can get involved with us, and we try to make it as easy as possible for people to get involved with us. That's great. Thank you. I'd like to talk a little bit about some of the benefits that you see from having these programs. Um, I know that there's always going to be people who are going to be against this type of thing. Um, you know, I think there's always going to be people who are going to be against it because they don't understand the importance of it, but do you have any advice for how to overcome some of those obstacles? Yeah, I mean, I think just being patient is the biggest thing. You know, I think when you first start something like this, um, it can be very overwhelming. Um, but I think just being patient and knowing that, you know, you're doing the

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Speaker speaker_3: Thank you so much for your time today. Thank you again for joining us here on KOCN.

Speaker speaker_2: Yeah, thank you so much for having me. Thank you for your time.

Speaker speaker_3: Well, thank you so much for joining us here on KOCN. If you would like to learn more about the University of South Florida's School of Nursing, you can visit our website at www.usfl.edu/nursing. You can also follow us on social media at USFLNurse. Be sure to like us on Facebook, follow us on Twitter, and subscribe to our YouTube channel. You can also check out our website at usfl.edu/nursing. Again, that's usfl.edu/nurse. Thank you again for joining us here on KOCN.

Speaker speaker_2: You're welcome.

Speaker speaker_3: Thank you so much for your time today. Thank you for your time.

Speaker speaker_2: Thank you.

Speaker speaker_3: Thank you so much for joining us here on KOCN. If you would like to learn more about the University of South Florida's School of Nursing, you can visit our website at www.usfl.edu/nursing. You can also follow us on social media at USFLNurse. Be sure to

like us on Facebook, follow us on Twitter, and subscribe to our YouTube channel. You can also check out our website at usfl.edu/nursing. Again, that's usfl.edu/nurse. Thank you again for joining us here on KOCN.

Speaker speaker_2: You're welcome.

Speaker speaker_3: Thank you so much for your time today. Thank you for your time.

Speaker speaker_2: Thank you.