

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudavah. Who do I have the pleasure of speaking with? My name is Lawani Lopez, Pearl. And how can I assist you? Um, yes, I have a question because my benefits are now in, um, effective. And will I get a card or do I have to go through my telephone every time I go to the doctor or whatever? What plan do you have? Hmm. What does it say on your card? I don't have a card. This is what I'm saying. Will they mail me a card? Okay, so you said y- will you receive a card or will you have to go to your phone every time you go to the doctor's? What are you showing them on your phone? Okay, I haven't went, this is why I'm calling first, because I have, um, I have life, I have eye, and I have dental. And they're sending me, they're sending me, um, emails saying that, you know, "Activate your card." I activated it, but my question is, will they send me a card in the mail, like you would get a regular insurance card? Yes, so you should receive your cards by the end of the week after the first deduction. Okay, but they're already taken out from my check. <|agent|><|en|> All right. So- What is the name of the staff and agency you work for? Huh? What's the name of the staff and agency you work for? Uh, Healthcare Services. ATC Healthcare Services. ATC. Okay, and the last four digits of your social? 6066. Okay. Repeat your name for me. Lawani Lopez. Okay, and if you can confirm your address and date of birth. April 19th, 1955, 511 Glenarven Drive, Thomasville, Georgia 31792. Can I have your phone number as 786-914-7745? Yes, that's the phone I'm speaking on now, yes. And may I have your email address as lawanilopez55@gmail.com? Yes. Okay. And so you haven't received any cards at all? No. Okay, because this is your third week active, so you should have received your cards. If you'd like, I can send you copies to your email. No, I really don't do email. I just have to have it for application purposes and work purposes. I don't really do email. Okay, um- And she was trying to, um... She wa- I went to the office yesterday and she was trying to print me out a card, and she wasn't able to print out one. The card that I have, I got a, two cards for, um, for, um, uh, going for medication. A discount, it says a discount for medications to the pharmacy. That's the only thing I receive, but when I look at my checks- Give me one moment. ...doc... Okay. And, uh, so it's Glenarven Drive. Is it G-E... I'm sorry, G-L-E-N then A-R-V-E-N Drive? Yes. Okay, so the spelling is right, so you should have received your card. Um, okay, I'm gonna go ahead and request a new card to be sent to you. Mm-hmm. Um, and then I'm gonna send a vision card to you as well. It'll take seven to ten days for your dental card to g- to re- to arrive at your residence. Mm-hmm. Um, I- uh, as well as your vision. Okay. Um, but if you want to use your coverage before then, just give the, the provider's office our number and we can confirm coverage for you, okay? Okay. Um, another question. Um, um, um, no, I, I think that's it. That's it. There's somebody else I need to call. That's it. Okay, I appreciate if you can send that to me, okay? All righty. Thank you so much for calling. You have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudavah. Who do I have the pleasure of speaking with?

Speaker speaker_1: My name is Lawani Lopez, Pearl.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yes, I have a question because my benefits are now in, um, effective. And will I get a card or do I have to go through my telephone every time I go to the doctor or whatever?

Speaker speaker_0: What plan do you have?

Speaker speaker_1: Hmm.

Speaker speaker_0: What does it say on your card?

Speaker speaker_1: I don't have a card. This is what I'm saying. Will they mail me a card?

Speaker speaker_0: Okay, so you said y- will you receive a card or will you have to go to your phone every time you go to the doctor's? What are you showing them on your phone?

Speaker speaker_1: Okay, I haven't went, this is why I'm calling first, because I have, um, I have life, I have eye, and I have dental. And they're sending me, they're sending me, um, emails saying that, you know, "Activate your card." I activated it, but my question is, will they send me a card in the mail, like you would get a regular insurance card?

Speaker speaker_0: Yes, so you should receive your cards by the end of the week after the first deduction.

Speaker speaker_1: Okay, but they're already taken out from my check. <|agent|><|en|>

Speaker speaker_0: All right.

Speaker speaker_1: So-

Speaker speaker_0: What is the name of the staff and agency you work for?

Speaker speaker_1: Huh?

Speaker speaker_0: What's the name of the staff and agency you work for?

Speaker speaker_1: Uh, Healthcare Services. ATC Healthcare Services.

Speaker speaker_0: ATC. Okay, and the last four digits of your social?

Speaker speaker_1: 6066.

Speaker speaker_0: Okay. Repeat your name for me.

Speaker speaker_1: Lawani Lopez.

Speaker speaker_0: Okay, and if you can confirm your address and date of birth.

Speaker speaker_1: April 19th, 1955, 511 Glenarven Drive, Thomasville, Georgia 31792.

Speaker speaker_0: Can I have your phone number as 786-914-7745?

Speaker speaker_1: Yes, that's the phone I'm speaking on now, yes.

Speaker speaker_0: And may I have your email address as lawanilopez55@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And so you haven't received any cards at all?

Speaker speaker_1: No.

Speaker speaker_0: Okay, because this is your third week active, so you should have received your cards. If you'd like, I can send you copies to your email.

Speaker speaker_1: No, I really don't do email. I just have to have it for application purposes and work purposes. I don't really do email.

Speaker speaker_0: Okay, um-

Speaker speaker_1: And she was trying to, um... She wa- I went to the office yesterday and she was trying to print me out a card, and she wasn't able to print out one. The card that I have, I got a, two cards for, um, for, um, uh, going for medication. A discount, it says a discount for medications to the pharmacy. That's the only thing I receive, but when I look at my checks-

Speaker speaker_0: Give me one moment.

Speaker speaker_1: ...doc... Okay.

Speaker speaker_0: And, uh, so it's Glenarven Drive. Is it G-E... I'm sorry, G-L-E-N then A-R-V-E-N Drive?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so the spelling is right, so you should have received your card. Um, okay, I'm gonna go ahead and request a new card to be sent to you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, and then I'm gonna send a vision card to you as well. It'll take seven to ten days for your dental card to g- to re- to arrive at your residence.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, I- uh, as well as your vision.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but if you want to use your coverage before then, just give the, the provider's office our number and we can confirm coverage for you, okay?

Speaker speaker_1: Okay. Um, another question. Um, um, um, no, I, I think that's it. That's it. There's somebody else I need to call. That's it. Okay, I appreciate if you can send that to me, okay?

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Thank you.