

## Transcript: Pearl

**Rojas-5234594976153600-6347270594805760**

### Full Transcript

Good afternoon. Thank you for calling Dental Network. My name is Pearl. Who did I have the pleasure of speaking with? Hi, uh, good afternoon. Uh, I was calling to see, um, if I could get some information. Uh, we've been paying out of pocket for vision for our dental and for, um, medication, uh, not realizing that the, my dad had insurance. Are you able to help me with that? Of course. What is the name of the staff? Um, is Peter with you? Um, he, well, I'm about to see him here in, like, five minutes. I'm almost to the house. Um... Okay. His name is Ezequiel Nuno. In order to, to access his account, I do need to speak with him. Okay, hold on. Let me 311... Is it okay if I 311 him real quick? Yeah, that's fine. Okay, one moment. Dad? Hello? They're on the phone. I'm talking to the insurance so they can send me the insur- the information for the... Okay. ... for the eyes, for the dentist and the, the pills. You do have insurance for it. Okay. Okay, ma'am, he's on the phone. Hey. Hello. What is the name of the staffing agency you work for, sir? Uh, the staffing agency, uh, uh... BG- BG, yeah. That's what they call it, BG. ... uh, BGSS or something like that. Okay. What is the last four digits of your social? Uh, 9426. If you can confirm your address and date of birth. Uh, okay. 11/12/65 and now at 6215 Gordon Avenue in Dallas, Texas. Well, no, Dad, I think that the... No, whenever you... I signed the documents for you, I put your, your old house. Okay. I put your house. I put the 4612... Okay. ... uh, Whirlwind. Talking of which, we need to update that address. Are you able to do that today as well? So I can update the address but it will only be in our system. If you need it to be updated with the staffing agency, you have to call them separately. We already did that. Okay, cool. So I'll go ahead and update it in the system. Just verify, if you can verify the address that was previously there. Tell him your, your house address. Uh, 3612 Whirlwind. All right. And I have your phone number as 214-329-2682. Yes. Um, I have your email address as... But- Go ahead. Sorry, go ahead. We need to update that too to mine since I'm the one who typically does his stuff. Okay. And what's that phone number? 817-770-2723. . Okay. And just to confirm, you do want to update that phone number, sir? Uh, yeah. Okay. And I have your email address as ezequel.nuno7@gmail.com? Yes. Okay. So looking at your account, I don't have you with active coverage. Wait, what? Um, they just even... I talked to right now to BCGF or whatever the staffing agency is, and they sent me a thing whenever, um, I did his application where it has full coverage for, um, insurance, vision, life, um, RX for, like, the, uh, prescriptions and stuff. Yeah. Prescriptions. So I have... I, I have a paper I could send you that they sent me. Okay. So I do see where he had coverage at one point, but it looks like he stopped working for BG. So... Um, that was couple years ago but then he started back, and then, um, it... Did it not have the same... Or hold on. Could you... Uh, so 'cause I... See, that's where the confusion or whatever happened there. Yeah. 'Cause what... If he left BG, when he came back, it doesn't automatically kick the insurance back in. He would have had to re-enroll when he did his onboarding again. Um... Yes. That's, that's what I'm talking

about. I think... Hold on. I think I have the document where it has him signed the date, um, as here recently. Hold on. Okay. Uh, he signed it on 10/16 of '24, which he... That's whenever the second time around with the company again with the staffing agency. Okay. So what I'm gonna do... Okay. So what I'm going to do is I'm going to send you an email or I'm gonna send him an email. Um, I don't know if you'd prefer to go to your email. That way, it sounds like you have that. Um, I have, I ha- Okay. ... I have ac- I have access to his email. Okay. So I'm going to send an email to him. It's going to be called a document request email and I would need you to send me a copy of that enrollment form. Okay. That way we can investigate it with the main office and see why he wasn't enrolled in coverage. Um, 'cause we don't have an enrollment for him or anything as far as an eligibility review or anything like that. Um, but if you have that paperwork signed we can definitely look into it and, um, possibly get him enrolled. Okay. Let me... Uh, go ahead and send that over to me so I can get it done right now. Thank you. Okay. And then this process takes 24 to 48 hours. And as soon as my main office lets me know something about the case, I will give you guys a call back and, um, we can go from there. Since I will be the one handling it, um, that way you don't have to call him again tomorrow when I call you... or tomorrow or the day after I give you a call back. Um, sir, do you authorize me to speak with her once I get a response? Dad, do you hear her? Dad? Oh, my God. He hung up. Oh, my God. Hold on, hold on. It's just... That's what I'm talking about. Hold on one second. Okay. Okay, he's back on the line. I'm sorry, ma'am. No, you're fine. And sir, I just wanted to see if, um, you could authorize me to speak with her when I do get a response from the front office? That way we don't have to- Yeah, yes. ... um, call you in. Yes. Okay. All right. So as soon as I get a response from them, I, we will, um, give you a call back at the number you provided me and then we can go from there. It will take about 24 to 48 hours. Um, so just depending on that response, we'll either get you enrolled or let you know where we go from there. Okay. I do have a question. Um, he did receive, and that's why also we were under the impression that he had it, was, um, because, uh, he received but only one card for medical. Are you able to look up that medical card and see where the disconnect is? Um, I'm not... I, that card wouldn't... So what does that card say? Okay, okay, Dad, you can hang up. I know you're over there huffing and puffing. Um, so what does that card say that he didn't receive? Um, sorry, let me put you on speaker 'cause I have... Took a picture of it to help him out. Okay. Which the medical has been fine, but then he had to go to the dentist and they charged him twice \$200. Okay. Hold on one second, I'm sorry. Yeah, go ahead. So where were you wanting to go? On the screen. Oh. Oh my gosh, where are you? I'm so sorry. No problem. What is your name, just so I can have you in my notes? Uh, Carla Miranda. Carla, okay. Um, I cannot find it but I am almost... I'm almost pulling up to the house. Um, I mean, let me see. And he only works for BG? He didn't maybe work for a different agency? Yeah, just for, just for BG. Okay. Um, how about December? Uh, what is the... If he, if he did receive one, um, do you have a keyword that I can type in so I can find it in my phone? Um, well the medical- Just a sec there. ... is under, the medical is under American Public Life, so maybe APL or American Public Life. W- uh, what did you say it was called? American Public Life. American Public Life or A-P-L. A-P-L. Okay, hold on because it's promising. I'm here at the house. Uh, give me one, one minute. One more... Sorry, excuse me, okay? Mm-hmm. <foreign language> No, nothing here. Come on. Let me check. <foreign language> I'm so sorry. No, you're fine. Thank you. Ma'am? Yes? Um, he's walking in right now. Hmm? Dad! <foreign language> Give me your insurance card, please. <foreign language>

language> Okay. So it, it says, um, uh, MyBlueHealth and it says, uh, BlueCrossBlueshield. Okay, so I think that... So that's um, a state insurance. And then it says, uh, effective 01/01/25. Yeah, so I believe that is actually a state insurance and not through his, um, staffing agency. But either... But if you want to go through the staffing agency, you can, um, send me the 114 and we can go from there. But there should be a number on there th- for you to call and see what coverage he has there. But I believe that's a state, um, medical insurance, not through his staffing agency. Oh, okay. So maybe that was also part of the confusion because before he... Okay, I'll figure it out. Um, but yeah, if you could, uh, please, uh... Did you already send the email? I did. So it's going to come from info@benefitsandacard.com. It should go to his inbox. If he doesn't see it in the inbox, try the spam or junk folder. Okay. Okay, thank you so much. No problem. Thank you so much for calling. You have a great day. <<In Spanish>> What are you doing? <<In Spanish>> For what? <<In Spanish>> He's ready.

## Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Dental Network. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker\_1: Hi, uh, good afternoon. Uh, I was calling to see, um, if I could get some information. Uh, we've been paying out of pocket for vision for our dental and for, um, medication, uh, not realizing that the, my dad had insurance. Are you able to help me with that?

Speaker speaker\_0: Of course. What is the name of the staff? Um, is Peter with you?

Speaker speaker\_1: Um, he, well, I'm about to see him here in, like, five minutes. I'm almost to the house. Um...

Speaker speaker\_0: Okay.

Speaker speaker\_1: His name is Ezequiel Nuno.

Speaker speaker\_0: In order to, to access his account, I do need to speak with him.

Speaker speaker\_1: Okay, hold on. Let me 311... Is it okay if I 311 him real quick?

Speaker speaker\_0: Yeah, that's fine.

Speaker speaker\_1: Okay, one moment. Dad?

Speaker speaker\_2: Hello?

Speaker speaker\_1: They're on the phone. I'm talking to the insurance so they can send me the insur- the information for the...

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... for the eyes, for the dentist and the, the pills. You do have insurance for it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, ma'am, he's on the phone.

Speaker speaker\_0: Hey.

Speaker speaker\_2: Hello.

Speaker speaker\_0: What is the name of the staffing agency you work for, sir?

Speaker speaker\_2: Uh, the staffing agency, uh, uh...

Speaker speaker\_1: BG-

Speaker speaker\_2: BG, yeah. That's what they call it, BG.

Speaker speaker\_1: ... uh, BGSS or something like that.

Speaker speaker\_0: Okay. What is the last four digits of your social?

Speaker speaker\_2: Uh, 9426.

Speaker speaker\_0: If you can confirm your address and date of birth.

Speaker speaker\_2: Uh, okay. 11/12/65 and now at 6215 Gordon Avenue in Dallas, Texas.

Speaker speaker\_1: Well, no, Dad, I think that the... No, whenever you... I signed the documents for you, I put your, your old house.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I put your house. I put the 4612...

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... uh, Whirlwind. Talking of which, we need to update that address. Are you able to do that today as well?

Speaker speaker\_0: So I can update the address but it will only be in our system. If you need it to be updated with the staffing agency, you have to call them separately.

Speaker speaker\_1: We already did that.

Speaker speaker\_0: Okay, cool. So I'll go ahead and update it in the system. Just verify, if you can verify the address that was previously there.

Speaker speaker\_1: Tell him your, your house address.

Speaker speaker\_2: Uh, 3612 Whirlwind.

Speaker speaker\_0: All righty. And I have your phone number as 214-329-2682.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Um,

Speaker speaker\_3: I have your email address as...

Speaker speaker\_1: But-

Speaker speaker\_3: Go ahead.

Speaker speaker\_1: Sorry, go ahead. We need to update that too to mine since I'm the one who typically does his stuff.

Speaker speaker\_0: Okay. And what's that phone number?

Speaker speaker\_1: 817-770-2723.

Speaker speaker\_2: .

Speaker speaker\_0: Okay. And just to confirm, you do want to update that phone number, sir?

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_0: Okay. And I have your email address as ezequel.nuno7@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. So looking at your account, I don't have you with active coverage.

Speaker speaker\_1: Wait, what? Um, they just even... I talked to right now to BCGF or whatever the staffing agency is, and they sent me a thing whenever, um, I did his application where it has full coverage for, um, insurance, vision, life, um, RX for, like, the, uh, prescriptions and stuff. Yeah.

Speaker speaker\_3: Prescriptions.

Speaker speaker\_0: So I have...

Speaker speaker\_1: I, I have a paper I could send you that they sent me.

Speaker speaker\_0: Okay. So I do see where he had coverage at one point, but it looks like he stopped working for BG. So...

Speaker speaker\_1: Um, that was couple years ago but then he started back, and then, um, it... Did it not have the same... Or hold on. Could you... Uh, so 'cause I... See, that's where the confusion or whatever happened there.

Speaker speaker\_0: Yeah. 'Cause what... If he left BG, when he came back, it doesn't automatically kick the insurance back in. He would have had to re-enroll when he did his onboarding again. Um...

Speaker speaker\_1: Yes. That's, that's what I'm talking about. I think... Hold on. I think I have the document where it has him signed the date, um, as here recently. Hold on.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, he signed it on 10/16 of '24, which he... That's whenever the second time around with the company again with the staffing agency.

Speaker speaker\_0: Okay. So what I'm gonna do... Okay. So what I'm going to do is I'm going to send you an email or I'mma send him an email. Um, I don't know if you'd prefer to go to your email. That way, it sounds like you have that.

Speaker speaker\_1: Um, I have, I ha-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... I have ac- I have access to his email.

Speaker speaker\_0: Okay. So I'm going to send an email to him. It's going to co- be called a document request email and I would need you to send me a copy of that enrollment form.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That way we can investigate it with the main office and see why he wasn't enrolled in coverage. Um, 'cause we don't have an enrollment for him or anything as far as an eligibility re- view or anything like that. Um, but if you have that paperwork signed we can definitely look into it and, um, possibly get him enrolled.

Speaker speaker\_1: Okay. Let me... Uh, go ahead and send that over to me so I can get it done right now. Thank you.

Speaker speaker\_0: Okay. And then this process takes 24 to 48 hours. And as soon as my main office lets me know something about the case, I will give you guys a call back and, um, we can go from there. Since I will be the one handling it, um, that way you don't have to call him again tomorrow when I ca- give you... or tomorrow or the day after I give you a call back. Um, sir, do you authorize me to speak with her once I get a response?

Speaker speaker\_1: Dad, do you hear her? Dad? Oh, my God.

Speaker speaker\_0: He hung up.

Speaker speaker\_1: Oh, my God. Hold on, hold on. It's just... That's what I'm talking about. Hold on one second.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay, he's back on the line. I'm sorry, ma'am.

Speaker speaker\_0: No, you're fine. And sir, I just wanted to see if, um, you could authorize me to speak with her when I do get a response from the front office? That way we don't have to-

Speaker speaker\_4: Yeah, yes.

Speaker speaker\_0: ... um, call you in.

Speaker speaker\_4: Yes.

Speaker speaker\_0: Okay. All righty. So as soon as I get a response from them, I, we will, um, give you a call back at the number you provided me and then we can go from there. It will take about 24 to 48 hours. Um, so just depending on that response, we'll either get you enrolled or

let you know where we go from there.

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Speaker speaker\_0: Um, I'm not... I, that card wouldn't... So what does that card say?

Speaker speaker\_1: Okay, okay, Dad, you can hang up. I know you're over there huffing and puffing.

Speaker speaker\_0: Um, so what does that card say that he r- did receive?

Speaker speaker\_1: Um, sorry, let me put y- put you on speaker 'cause I have... Took a picture of it to help him out.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Which the medical has been fine, but then he had to go to the dentist and they charged him twice \$200.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Hold on one second, I'm sorry. Yeah, go ahead. So where were you wanting to go?

Speaker speaker\_4: On the screen.

Speaker speaker\_1: Oh. Oh my gosh, where are you? I'm so sorry.

Speaker speaker\_0: No problem.

Speaker speaker\_1: What is your name, just so I can have you in my notes? Uh, Carla Miranda.

Speaker speaker\_0: Carla, okay.

Speaker speaker\_1: Um, I cannot find it but I am almost... I'm almost pulling up to the house. Um, I mean, let me see.

Speaker speaker\_0: And he only works for BG? He didn't maybe work for a different agency?

Speaker speaker\_1: Yeah, just for, just for BG. Okay. Um, how about December? Uh, what is the... If he, if he did receive one, um, do you have a keyword that I can type in so I can find it in my phone?

Speaker speaker\_0: Um, well the medical-

Speaker speaker\_1: Just a sec there.

Speaker speaker\_0: ... is under, the medical is under American Public Life, so maybe APL or American Public Life.

Speaker speaker\_1: W- uh, what did you say it was called?

Speaker speaker\_0: American Public Life.

Speaker speaker\_1: American Public Life or A-P-L. A-P-L. Okay, hold on because it's promising. I'm here at the house. Uh, give me one, one minute. One more... Sorry, excuse me, okay?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_4: <foreign language>.

Speaker speaker\_1: No, nothing here.

Speaker speaker\_4: Come on. Let me check. <foreign language>

Speaker speaker\_1: I'm so sorry.

Speaker speaker\_0: No, you're fine. Thank you.

Speaker speaker\_1: Ma'am?

Speaker speaker\_0: Yes?

Speaker speaker\_1: Um, he's walking in right now.

Speaker speaker\_0: Hmm?

Speaker speaker\_1: Dad!

Speaker speaker\_4: <foreign language>

Speaker speaker\_1: Give me your insurance card, please.

Speaker speaker\_4: <foreign language>

Speaker speaker\_1: Okay. So it, it says, um, uh, MyBlueHealth and it says, uh, BlueCrossBlueshield.

Speaker speaker\_0: Okay, so I think that... So that's um, a state insurance.

Speaker speaker\_1: And then it says, uh, effective 01/01/25.

Speaker speaker\_0: Yeah, so I believe that is actually a state insurance and not through his, um, staffing agency. But either... But if you want to go through the staffing agency, you can, um, send me the 114 and we can go from there. But there should be a number on there th- for you to call and see what coverage he has there. But I believe that's a state, um, medical insurance, not through his staffing agency.

Speaker speaker\_1: Oh, okay. So maybe that was also part of the confusion because before he... Okay, I'll figure it out. Um, but yeah, if you could, uh, please, uh... Did you already send the email?

Speaker speaker\_0: I did. So it's going to come from info@benefitsandacard.com. It should go to his inbox. If he doesn't see it in the inbox, try the spam or junk folder.



Speaker speaker\_1: Okay. Okay, thank you so much.

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

Speaker speaker\_1: <<In Spanish>> What are you doing?

Speaker speaker\_4: <<In Spanish>>

Speaker speaker\_1: For what?

Speaker speaker\_4: <<In Spanish>>

Speaker speaker\_1: He's ready.