

## Transcript: Pearl

**Rojas-5374347016978432-6416387150495744**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. Hello. My name is Pearl. Who else is there speaking with? Whitney Stokes. And how can I assist you? I'm just trying to figure out who is all of the... my insurance is through. So I have insurance where I have my, I guess my benefit through you all and I was trying to see like the, the vision and the dental and all of that. Who would that be through? Would that be through you all too or is it through someone else? So we are just the healthcare administrators, we're not the insurance carrier. Um, so y- if you have a medical plan then your medical and dental are through American Public Life and then your vision is through MetLife. So how would that work because I just, I just reached out to MetLife and they say that they don't have me in their system, but I'm paying for benefits. Okay, what is the name of the staff agency you work for? Hospitality Staffing. I'm sorry, you're breaking up. What was that? Hospitality Staffing. I'm sorry, you're still breaking up. One more time. Hospitality Staffing. Hospitality Staffing? Yes. Okay, and the last four digits of your Social? 3973. Okay. Let's see. See. And repeat your name for me? Whitney Stokes. Stokes, okay. And confirm your address and date of birth. 1071 Stateside Lane, Greensboro, Georgia, 03061991. Okay, do I have your phone number as 706-347-0130? Yes, that's correct. Can I have your email address as whitney\_stokes@icloud.com? Yes, that's correct. Okay, give me one moment. I'm gonna place you on a brief hold while I confirm your, your coverage status with MetLife, okay? No problem. Thank you so much for holding, Ms. Stokes. So I did reach out to MetLife and it indeed is not finding your information. What I'm gonna do is send your information to our main office and have them look into it and see what's going on, 'cause you've been active since Monday and you should at least show in the system. Um, this process takes about 24 to 48 hours to get a response in, so I will give, be giving you a call on Monday, Tuesday just to let you know, um, if it was fixed or what we need to do from there or if it's gonna take any longer to get that vision fixed for you. Okay? Okay. So if, if my vision is not fixed by a certain time, then what happens? Because I'm, I'm paying for something that I can't utilize. Well, um, I, hmm, that's, I will ask them as well and see what they say about that, 'cause I'm, really I'm not sure what would, what would be the, the, the case there. Okay. So I'll, I guess, will they reach out over the weekend or will I have to wait till Monday? No, I will, I will give you a call back as soon as they know something. We are closed the weekend, so it'll probably be a Monday or Tuesday. Okay. And then if it's still not fixed by Monday or Tuesday, is there a way that I can go through and cancel it altogether? Because there's no purpose in me paying for something that I can't use. Yep. If, if they give me a response back and say it's gonna take longer than, than the, the weekend, um, or something like that, then I will give you a call and let you know that when it'll, when it'll be fixed, um, or how long it will be and then you'll be able to cancel with me over the phone if that's what you're wanting to do or if you think that, if it, the solution, the problem gets resolved and we can go from there. Okay. So

even then when it, it goes from there, the time that I haven't been able to utilize what I paid for, what happens to that? What happens with that week? 'Cause that's gonna be a waste. Of course. Uh-huh. Of course. Um, let's see. Give me one moment. Let me place you on a brief hold and see if I can get some, some intel on that question. Okay. Thank you so much for holding, Ms. Stokes. So my support on the floor did confirm that that would be also a question for our main office, which I'll include all this in the email. Um, and then I will just have to wait for them to respond. Okay. 'Cause I paid for it for two weeks. Well, yeah, it came out of my check last week and this week, so all right. All right. Is anything else I can assist you with today? No. No. Oh, uh, matter of fact, you said, which one of them pays, uh, does the dental? American Public. The American. Okay, thank you. No problem. Have a great day. You as well.

## Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card.

Speaker speaker\_1: Hello.

Speaker speaker\_0: My name is Pearl. Who else is there speaking with?

Speaker speaker\_1: Whitney Stokes.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I'm just trying to figure out who is all of the... my insurance is through. So I have insurance where I have my, I guess my benefit through you all and I was trying to see like the, the vision and the dental and all of that. Who would that be through? Would that be through you all too or is it through someone else?

Speaker speaker\_0: So we are just the healthcare administrators, we're not the insurance carrier. Um, so y- if you have a medical plan then your medical and dental are through American Public Life and then your vision is through MetLife.

Speaker speaker\_1: So how would that work because I just, I just reached out to MetLife and they say that they don't have me in their system, but I'm paying for benefits.

Speaker speaker\_0: Okay, what is the name of the staff agency you work for?

Speaker speaker\_1: Hospitality Staffing.

Speaker speaker\_0: I'm sorry, you're breaking up. What was that?

Speaker speaker\_1: Hospitality Staffing.

Speaker speaker\_0: I'm sorry, you're still breaking up. One more time.

Speaker speaker\_1: Hospitality Staffing.

Speaker speaker\_0: Hospitality Staffing?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, and the last four digits of your Social?

Speaker speaker\_1: 3973.

Speaker speaker\_0: Okay. Let's see.

Speaker speaker\_1: See.

Speaker speaker\_0: And repeat your name for me?

Speaker speaker\_1: Whitney Stokes.

Speaker speaker\_0: Stokes, okay. And confirm your address and date of birth.

Speaker speaker\_1: 1071 Stateside Lane, Greensboro, Georgia, 03061991.

Speaker speaker\_0: Okay, do I have your phone number as 706-347-0130?

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: Can I have your email address as whitney\_stokes@icloud.com?

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: Okay, give me one moment. I'm gonna place you on a brief hold while I confirm your, your coverage status with MetLife, okay?

Speaker speaker\_1: No problem.

Speaker speaker\_2: Thank you so much for holding, Ms. Stokes. So I did reach out to MetLife and it indeed is not finding your information. What I'm gonna do is send your information to our main office and have them look into it and see what's going on, 'cause you've been active since Monday and you should at least show in the system. Um, this process takes about 24 to 48 hours to get a response in, so I will give, be giving you a call on Monday, Tuesday just to let you know, um, if it was fixed or what we need to do from there or if it's gonna take any longer to get that vision fixed for you. Okay?

Speaker speaker\_3: Okay. So if, if my vision is not fixed by a certain time, then what happens? Because I'm, I'm paying for something that I can't utilize.

Speaker speaker\_2: Well, um, I, hmm, that's, I will ask them as well and see what they say about that, 'cause I'm, really I'm not sure what would, what would be the, the, the case there.

Speaker speaker\_3: Okay. So I'll, I guess, will they reach out over the weekend or will I have to wait till Monday?

Speaker speaker\_2: No, I will, I will give you a call back as soon as they know something. We are closed the weekend, so it'll probably be a Monday or Tuesday.

Speaker speaker\_3: Okay. And then if it's still not fixed by Monday or Tuesday, is there a way that I can go through and cancel it altogether? Because there's no purpose in me paying for something that I can't use.

Speaker speaker\_2: Yep. If, if they give me a response back and say it's gonna take longer than, than the, the weekend, um, or something like that, then I will give you a call and let you know that when it'll, when it'll be fixed, um, or how long it will be and then you'll be able to cancel with me over the phone if that's what you're wanting to do or if you think that, if it, the solution, the problem gets resolved and we can go from there.

Speaker speaker\_3: Okay. So even then when it, it goes from there, the time that I haven't been able to utilize what I paid for, what happens to that? What happens with that week? 'Cause that's gonna be a waste.

Speaker speaker\_2: Of course.

Speaker speaker\_3: Uh-huh. Of course.

Speaker speaker\_2: Um, let's see. Give me one moment. Let me place you on a brief hold and see if I can get some, some intel on that question.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Thank you so much for holding, Ms. Stokes. So my support on the floor did confirm that that would be also a question for our main office, which I'll include all this in the email. Um, and then I will just have to wait for them to respond.

Speaker speaker\_3: Okay. 'Cause I paid for it for two weeks. Well, yeah, it came out of my check last week and this week, so all right.

Speaker speaker\_2: All right. Is anything else I can assist you with today?

Speaker speaker\_3: No. No. Oh, uh, matter of fact, you said, which one of them pays, uh, does the dental?

Speaker speaker\_2: American Public.

Speaker speaker\_3: The American. Okay, thank you.

Speaker speaker\_2: No problem. Have a great day.

Speaker speaker\_3: You as well.