

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl [REDACTED] and who am I speaking with? Betty Leake. And how can I assist you? Yes, I was calling because I had to go to the doctor today. And she wrote me out of work because I tore my... She said she don't know if I tore my tendons or not, but that's what it sounds like. Uh, I'm a have to, um, go see a specialist but, uh, the insurance that I have is with Es, Escrow's, uh, the te, the Resource in Lexington. And I don't have their number for it. The insurance that I have with them, so they don't, they didn't, I haven't got a card. Um, okay. What's the name of the staffing agency you work for? Hello? Hello? What's the na- Hello? Do you work for a staffing agency? Yes. For which one? Uh, it's called, uh, The Resource. Resource. And you said your coverage is through Escrow? Well, that's what they say. They call it Escrow, Ascrow until, uh, but it's through the Resource. But I get, I don't know if it's because, uh, the company name once you get, uh, get hired, was through the company. I meant through Resource. They call it Ascrow, Asco, what someone said. Um, 'cause we don't work with a insurance company of that name. What about The Resource? No, The Resource, I, that is the staffing agency we work with, but the insurance- Okay. ... that they offer... What are the- I don't know. ... line is fitted up. What is the last four digits of your social? 1739. And if you can confirm your address and date of birth? 3646 South Hill Avenue, Winston-Salem, North Carolina, 27107. Okay. And your date of birth? 10/10/'71. Can I have your phone number as 336-995-5475? Yes. Can I have your email address as bettyleak123@yahoo.com? Yes. Okay. So, your coverage is still pending. It is not active yet. Um- Mm-hmm. You're ju, you're waiting on the deductions, um, so you won't receive a card until the week after we've received the first deduction. Okay. And it's supposed to come out this Friday? Um, it takes one to two weeks to process, so it's possible it comes out this Friday. Um, but I couldn't guarantee 'cause we're not part of the staffing agency. Okay, so I have to wait until they send me a number? To fill your, you said to, um, to check on the specialist? No, for my card. No. For your card, huh? Yeah. She just, I just went to see my doctor today, and she just wanted to, uh, know if I had a co-payment or anything that I could give them the, the card number, and they will put it in. But I have to have a, the name of the insurance company. So I can give you the name of the insurance company that you are gonna be enrolled in. Mm-hmm. But as they try to bill anything or try to, to look up your, uh, information- Well, she know that- ... nothing will- I told he, I told her my insurance is still pending 'cause, uh, it suppose, it say on my online that it won't kick in until the 13th. And I told her that but she still needed to know who I had my insurance with. Okay. Your medical coverage is through American Public Life. Okay. American Public Life? Yes, ma'am. Okay. And do, do I, do I, I won't get an, uh, like a, a number or anything, my claim, I mean, not my claim number, but my uh, member number won't be on there until it kick in, right? Correct.

Okay. But it is through American Public. So if she was to put that in for today, which she already, I told her my insurance, I changed company, and I took it out, but I haven't got a card or anything because they haven't took out my first payment yet. But they, she said they still needed to know who my insurance was through. Yep. So- Okay. ... that's American Public Life. Do you have any other questions? That's, that'll be all. Thank you. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ■■■■■ and who am I speaking with?

Speaker speaker_2: Betty Leake.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes, I was calling because I had to go to the doctor today. And she wrote me out of work because I tore my... She said she don't know if I tore my tendons or not, but that's what it sounds like. Uh, I'm a have to, um, go see a specialist but, uh, the insurance that I have is with Es, Escrow's, uh, the te, the Resource in Lexington. And I don't have their number for it. The insurance that I have with them, so they don't, they didn't, I haven't got a card.

Speaker speaker_1: Um, okay. What's the name of the staffing agency you work for? Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: What's the na-

Speaker speaker_2: Hello?

Speaker speaker_1: Do you work for a staffing agency?

Speaker speaker_2: Yes.

Speaker speaker_1: For which one?

Speaker speaker_2: Uh, it's called, uh, The Resource.

Speaker speaker_1: Resource. And you said your coverage is through Escrow?

Speaker speaker_2: Well, that's what they say. They call it Escrow, Ascrow until, uh, but it's through the Resource. But I get, I don't know if it's because, uh, the company name once you get, uh, get hired, was through the company. I meant through Resource. They call it Ascrow, Asco, what someone said.

Speaker speaker_1: Um, 'cause we don't work with a insurance company of that name.

Speaker speaker_2: What about The Resource?

Speaker speaker_1: No, The Resource, I, that is the staffing agency we work with, but the insurance-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that they offer... What are the-

Speaker speaker_2: I don't know.

Speaker speaker_3: ... line is fitted up.

Speaker speaker_1: What is the last four digits of your social?

Speaker speaker_2: 1739.

Speaker speaker_1: And if you can confirm your address and date of birth?

Speaker speaker_2: 3646 South Hill Avenue, Winston-Salem, North Carolina, 27107.

Speaker speaker_1: Okay. And your date of birth?

Speaker speaker_2: 10/10/'71.

Speaker speaker_1: Can I have your phone number as 336-995-5475?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as bettyleak123@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, your coverage is still pending. It is not active yet. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You're ju, you're waiting on the deductions, um, so you won't receive a card until the week after we've received the first deduction.

Speaker speaker_2: Okay. And it's supposed to come out this Friday?

Speaker speaker_1: Um, it takes one to two weeks to process, so it's possible it comes out this Friday. Um, but I couldn't guarantee 'cause we're not part of the staffing agency.

Speaker speaker_2: Okay, so I have to wait until they send me a number?

Speaker speaker_1: To fill your, you said to, um, to check on the specialist?

Speaker speaker_2: No, for my card. No.

Speaker speaker_1: For your card, huh?

Speaker speaker_2: Yeah. She just, I just went to see my doctor today, and she just wanted to, uh, know if I had a co-payment or anything that I could give them the, the card number, and they will put it in. But I have to have a, the name of the insurance company.

Speaker speaker_1: So I can give you the name of the insurance company that you are gonna be enrolled in.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But as they try to bill anything or try to, to look up your, uh, information-

Speaker speaker_2: Well, she know that-

Speaker speaker_1: ... nothing will-

Speaker speaker_2: I told he, I told her my insurance is still pending 'cause, uh, it suppose, it say on my online that it won't kick in until the 13th. And I told her that but she still needed to know who I had my insurance with.

Speaker speaker_1: Okay. Your medical coverage is through American Public Life.

Speaker speaker_2: Okay. American Public Life?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. And do, do I, do I, I won't get an, uh, like a, a number or anything, my claim, I mean, not my claim number, but my uh, member number won't be on there until it kick in, right?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. But it is through American Public. So if she was to put that in for today, which she already, I told her my insurance, I changed company, and I took it out, but I haven't got a card or anything because they haven't took out my first payment yet. But they, she said they still needed to know who my insurance was through.

Speaker speaker_1: Yep. So-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that's American Public Life. Do you have any other questions?

Speaker speaker_2: That's, that'll be all. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thank you.