

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who have I, have the pleasure of speaking with? Yeah. Hello? Yes, my name is Pearl with Benefits in a Card. Who do I have the pleasure of speaking with? Um, this, this is um, Kai Price. And how can I assist you? Um, I was just wondering, can I get, um, my disability card sent out to me? So, short-term disability doesn't have a card. Okay, is there a way that I can, um, look at it like online? N- no. I can transfer you to the, to the insurance c- carrier, and they'll be able to provide the information, um, that they have for it, but they don't have... That plan doesn't have a card. Oh, okay. So if I s- so if I was to go to like, I guess, like, a, um, the hospital or like a urgent care and they would ask for my insurance, what would I, what, what information, like, would I give them? Okay, so your medical card and a s- and a disability card are d- your medical plan and a d- your disability, short-term disability, disability plan are separate. Your medical card does have... Your medical plan does have a card. I can send you that if, if you're active. Okay, yes. Okay, that's what I want. My medical card. Okay, what's the name of the staffing agency you work for? Uh, NIU. And the last four digits of your social? 5800. Repeat your name for me. I, K-I, and my last name is Price, P-R-I-C-E. Okay, and can you give me your address and date of birth? 2340 Berlin Drive, Augusta, Georgia 30902. Okay, and your date of birth? 10-30-2001. Okay, may I have your phone number as 706-627-0793? Um, 706-231-1663. All righty, and I have your email address as kaiprice108@gmail.com? Yes, ma'am. All righty. So looking at your account, you don't have a medical plan. You're enrolled in dental, short-term disability and vision. Okay, and... Okay. So I should be able to, uh, enroll in medical? Yes. You are in company open enrollment so you can enroll into a medical plan. Okay. There's the EnsurePlus Basic for 17.39 a week for just yourself and the EnsurePlus Enhanced for 24.69 for just yourself. Um, and then they also have... Those plans don't have copays or deductibles, but they only cover up to a certain amount. They also offer MEC Enhanced which is 23.13 for just yourself every week. Um, that plan does have copays, but after you pay the copay, the insurance company takes care of the remainder of the bill. Okay. Um... I'll do, um, I'll do the, the \$23 one, the last one you said. Okay, 23.13. That brings your weekly deductions up to \$32.81. Okay, that's fine. Okay, it will take one to two weeks for the staffing agency to start ma- to adjust your deductions. Once they do, the following Monday you become active, and then later that week you'll receive your medical card in your email, and your preventive health card will go to your residence. Okay, thank you. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who have I, have the pleasure of speaking with?

Speaker speaker_2: Yeah. Hello?

Speaker speaker_1: Yes, my name is Pearl with Benefits in a Card. Who do I have the pleasure of speaking with?

Speaker speaker_2: Um, this, this is um, Kai Price.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I was just wondering, can I get, um, my disability card sent out to me?

Speaker speaker_1: So, short-term disability doesn't have a card.

Speaker speaker_2: Okay, is there a way that I can, um, look at it like online?

Speaker speaker_1: N- no. I can transfer you to the, to the insurance c- carrier, and they'll be able to provide the information, um, that they have for it, but they don't have... That plan doesn't have a card.

Speaker speaker_2: Oh, okay. So if I s- so if I was to go to like, I guess, like, a, um, the hospital or like a urgent care and they would ask for my insurance, what would I, what, what information, like, would I give them?

Speaker speaker_1: Okay, so your medical card and a s- and a disability card are d- your medical plan and a d- your disability, short-term disability, disability plan are separate. Your medical card does have... Your medical plan does have a card. I can send you that if, if you're active.

Speaker speaker_2: Okay, yes. Okay, that's what I want. My medical card.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: Uh, NIU.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 5800.

Speaker speaker_1: Repeat your name for me.

Speaker speaker_2: I, K-I, and my last name is Price, P-R-I-C-E.

Speaker speaker_1: Okay, and can you give me your address and date of birth?

Speaker speaker_2: 2340 Berlin Drive, Augusta, Georgia 30902.

Speaker speaker_1: Okay, and your date of birth?

Speaker speaker_2: 10-30-2001.

Speaker speaker_1: Okay, may I have your phone number as 706-627-0793?

Speaker speaker_2: Um, 706-231-1663.

Speaker speaker_1: All righty, and I have your email address as kaiprice108@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. So looking at your account, you don't have a medical plan. You're enrolled in dental, short-term disability and vision.

Speaker speaker_2: Okay, and... Okay. So I should be able to, uh, enroll in medical?

Speaker speaker_1: Yes. You are in company open enrollment so you can enroll into a medical plan.

Speaker speaker_2: Okay.

Speaker speaker_1: There's the EnsurePlus Basic for 17.39 a week for just yourself and the EnsurePlus Enhanced for 24.69 for just yourself. Um, and then they also have... Those plans don't have copays or deductibles, but they only cover up to a certain amount. They also offer MEC Enhanced which is 23.13 for just yourself every week. Um, that plan does have copays, but after you pay the copay, the insurance company takes care of the remainder of the bill.

Speaker speaker_2: Okay. Um... I'll do, um, I'll do the, the \$23 one, the last one you said.

Speaker speaker_1: Okay, 23.13. That brings your weekly deductions up to \$32.81.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: Okay, it will take one to two weeks for the staffing agency to start ma- to adjust your deductions. Once they do, the following Monday you become active, and then later that week you'll receive your medical card in your email, and your preventive health card will go to your residence.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.