

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi there, and thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hey, it's John Jordan. How are you? I'm good. How are you? Good, good. What was your name? Pearl. Pearl? Hey, Pearl. Um, I'm, I just got the coverage so I'm new, and I need to make a dentist appointment and a doctor's appointment. Uh, is there, like, a website I can go to to find a primary care physician and a dentist? So on your c- card, there's numbers for both. I don't have a card. You don't have a card? Okay, what is the name of the staffing agency you work for? What's my name? What's the name of the staffing agency? The name of the what? Staffing agency. Oh, Wagner Staffing. And the last four digits of your Social? 6867. All right, and if you can confirm your address and date of birth for me. Address, 3659 Victoria Manor Drive, Apartment B106, Lakeland, Florida 33805. Okay, and your date of birth? 12/07/65. Okay. I have your phone number as 404-713-XXXX. Yep, correct. I have your email address as jjordan7173@gmail.com. Correct. All right. Let's see. So I do have you enrolled in... I sent you copies of your cards, but for some reason, your coverage isn't active this week. Active or inactive? It's inactive. It's not active this week. Why? It looks like we haven't received a deduction for this week. 'Cause I didn't work last week. Yep, so you can make a direct payment with us over the phone and your coverage will be active this week for you to use, or you wait until you receive another payroll check and the deduction is made, and then the following week your coverage will become active. That's fine. I don't need an appointment. I'll, I'll have it check on. Okay, can... And is there anything else I can help you with today? Is there at least a web... Yeah, yeah, there is. Is there a website I can go to to look at dentist and primary care physicians? Yep, I'll get you, um, I'll get you a copy of your card sent over, and on your card it has the website right there. It's called multiplan.com. Okay, are you going to email that to me? Yes, sir. Okay. Thanks, Pearl. No problem. Thank you so much for calling. You have a great day. All right, bye.

Conversation Format

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

Speaker speaker_1: Hi there, and thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hey, it's John Jordan. How are you?

Speaker speaker_1: I'm good. How are you?

Speaker speaker_2: Good, good. What was your name?

Speaker speaker_1: Pearl.

Speaker speaker_2: Pearl? Hey, Pearl. Um, I'm, I just got the coverage so I'm new, and I need to make a dentist appointment and a doctor's appointment. Uh, is there, like, a website I can go to to find a primary care physician and a dentist?

Speaker speaker_1: So on your c- card, there's numbers for both.

Speaker speaker_2: I don't have a card.

Speaker speaker_1: You don't have a card? Okay, what is the name of the staffing agency you work for?

Speaker speaker_2: What's my name?

Speaker speaker_1: What's the name of the staffing agency?

Speaker speaker_2: The name of the what?

Speaker speaker_1: Staffing agency.

Speaker speaker_2: Oh, Wagner Staffing.

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

Speaker speaker_2: 6867.

Speaker speaker_1: All right, and if you can confirm your address and date of birth for me.

Speaker speaker_2: Address, 3659 Victoria Manor Drive, Apartment B106, Lakeland, Florida 33805.

Speaker speaker_1: Okay, and your date of birth?

Speaker speaker_2: 12/07/65.

Speaker speaker_1: Okay. I have your phone number as 404-713-XXXX.

Speaker speaker_2: Yep, correct.

Speaker speaker_1: I have your email address as jjordan7173@gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Let's see. So I do have you enrolled in... I sent you copies of your cards, but for some reason, your coverage isn't active this week.

Speaker speaker_2: Active or inactive?

Speaker speaker_1: It's inactive. It's not active this week.

Speaker speaker_2: Why?

Speaker speaker_1: It looks like we haven't received a deduction for this week.

Speaker speaker_2: 'Cause I didn't work last week.

Speaker speaker_1: Yep, so you can make a direct payment with us over the phone and your coverage will be active this week for you to use, or you wait until you receive another payroll check and the deduction is made, and then the following week your coverage will become active.

Speaker speaker_2: That's fine. I don't need an appointment. I'll, I'll have it check on. Okay, can...

Speaker speaker_1: And is there anything else I can help you with today?

Speaker speaker_2: Is there at least a web... Yeah, yeah, there is. Is there a website I can go to to look at dentist and primary care physicians?

Speaker speaker_1: Yep, I'll get you, um, I'll get you a copy of your card sent over, and on your card it has the website right there. It's called multiplan.com.

Speaker speaker_2: Okay, are you going to email that to me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Thanks, Pearl.

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

Speaker speaker_2: All right, bye.