

## **Transcript: Pearl**

**Rojas-5542912896712704-5066543645507584**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... speaking with? Tamirah B. And how can I assist you? Hi. Um, I was just calling, um, because I'm currently paying insurance with you guys, um, for my paycheck. And I was just w- um, seeing what does my insurance cover, 'cause I'm currently trying to get birth control out. So I'm just trying to see, like, what does my insurance cover? Okay. What is the name of the staffing agency you work for? Surge Staffing. And the last four digits of your social? 33-36. And then can you verify your address and date of birth for me? December 4th, 2005. 12/04/05. I'm sorry, 2-0-4-0-5? 12/04/05. Oh. Okay. And what is your address? 610 West Alexis Road. And did you recently move or give a different address to the staffing agency? No. You have a different address on file. Oh, wait. Yeah, because of my ID. So yeah, it would probably say 2930, um, North Ontario. Yes, ma'am. Did you want me to go ahead and update that for you or leave that address? Um, you could update it. Okay, and you said that was 610 West Alexis Road? Yes. Unit 15. Okay. And I have your phone number as 419-343-8212? Yes. And I have your email address as your first name with three A's at the end, Brown with two N's @gmail.com? Yes. All righty. So you are currently in a preventative health plan with telehealth services and pre-ox built in. Are you, um, getting denied or, or why are you... uh, what made you want to confirm your coverage? Um, I'm just calling because, um, I was trying... like I said, I'm trying to get the birth control out, and I don't have any insurance at all. So I was basically saying like, um, by me having insurance with you guys, what does it cover? 'Cause they told me I would have to have, like, some type of number for my insurance with them in the running to see if they could use this insurance or not. Okay. Yeah, you have... you just became active yesterday, so I can take a look and see if there's a card available or if there's any kind of number they can give you, um, 'cause you just become active yesterday. So bear with me one moment. Okay, just bear with me one moment here. Okay, so your card is ready, um, virtually, so I can get that sent to your email if you'd like. Huh? Your card is... uh, I do have a virtual, virtual copy of your card ready. I can get that sent to your email, and then your physical copy will go to your residence at the end of the week. Okay, that's perfect. All right. That card's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in that inbox, try the spam or junk folder. Okay? Okay. Do you have any questions? No. Thank you. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... speaking with?

Speaker speaker\_1: Tamirah B.

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

Speaker speaker\_1: Hi. Um, I was just calling, um, because I'm currently paying insurance with you guys, um, for my paycheck. And I was just w- um, seeing what does my insurance cover, 'cause I'm currently trying to get birth control out. So I'm just trying to see, like, what does my insurance cover?

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

Speaker speaker\_1: Surge Staffing.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 33-36.

Speaker speaker\_0: And then can you verify your address and date of birth for me?

Speaker speaker\_1: December 4th, 2005. 12/04/05.

Speaker speaker\_0: I'm sorry, 2-0-4-0-5?

Speaker speaker\_1: 12/04/05.

Speaker speaker\_0: Oh. Okay. And what is your address?

Speaker speaker\_1: 610 West Alexis Road.

Speaker speaker\_0: And did you recently move or give a different address to the staffing agency?

Speaker speaker\_1: No.

Speaker speaker\_0: You have a different address on file.

Speaker speaker\_1: Oh, wait. Yeah, because of my ID. So yeah, it would probably say 2930, um, North Ontario.

Speaker speaker\_0: Yes, ma'am. Did you want me to go ahead and update that for you or leave that address?

Speaker speaker\_1: Um, you could update it.

Speaker speaker\_0: Okay, and you said that was 610 West Alexis Road?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Unit 15. Okay. And I have your phone number as 419-343-8212?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as your first name with three A's at the end, Brown with two N's @gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. So you are currently in a preventative health plan with telehealth services and pre-ox built in. Are you, um, getting denied or, or why are you... uh, what made you want to confirm your coverage?

Speaker speaker\_1: Um, I'm just calling because, um, I was trying... like I said, I'm trying to get the birth control out, and I don't have any insurance at all. So I was basically saying like, um, by me having insurance with you guys, what does it cover? 'Cause they told me I would have to have, like, some type of number for my insurance with them in the running to see if they could use this insurance or not.

Speaker speaker\_0: Okay. Yeah, you have... you just became active yesterday, so I can take a look and see if there's a card available or if there's any kind of number they can give you, um, 'cause you just become active yesterday. So bear with me one moment. Okay, just bear with me one moment here. Okay, so your card is ready, um, virtually, so I can get that sent to your email if you'd like.

Speaker speaker\_1: Huh?

Speaker speaker\_0: Your card is... uh, I do have a virtual, virtual copy of your card ready. I can get that sent to your email, and then your physical copy will go to your residence at the end of the week.

Speaker speaker\_1: Okay, that's perfect.

Speaker speaker\_0: All right. That card's going to come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in that inbox, try the spam or junk folder. Okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: No. Thank you.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.