

Transcript: Pearl

Rojas-5553248671285248-5411824390815744

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Lu and I have a pleasure speaking with. My name is Orenda Washington. And how can I assist you? Um, I'm, um, employed through Courage Staffing and I was trying to find out if I had any Medicaid because I had to call off work today because I had a real bad eye infection. I was told and they gave me this number to try to see if I had any medical assistance, anything through the, through them. Okay, so you want to know if you have any medical coverage? Yes. Okay, what are the last four digits of your social? 3080. Okay, bear with me one moment. And I'm sorry, but you said your first name is Randy? Orenda, O-R-A-N-D-A. All righty. And if you can confirm your address and date of birth for me. 03/09/81. And your address. 324 Harrison Avenue. And the city and state. Lancaster, Ohio. Can I have your phone number 740-487-2974? I'm sorry, say that again. 740-487-2974. Yes, ma'am. Can I have your email address as your first name, your last name five @gme.com? Hmm, yes. Okay, at the moment, you are currently, your coverage is currently pending. You, um, are going to be enrolled into the MEC TelR- TeleRx plan which is preventative health plus telehealth services and pre-arnds built in but you're not currently active. Oh, okay. So there won't be no coverage. No, sir. Okay. Okay, thank you. That's all I was trying to find out. No problem. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Lu and I have a pleasure speaking with.

Speaker speaker_1: My name is Orenda Washington.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm, um, employed through Courage Staffing and I was trying to find out if I had any Medicaid because I had to call off work today because I had a real bad eye infection. I was told and they gave me this number to try to see if I had any medical assistance, anything through the, through them.

Speaker speaker_0: Okay, so you want to know if you have any medical coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, what are the last four digits of your social?

Speaker speaker_1: 3080.

Speaker speaker_0: Okay, bear with me one moment. And I'm sorry, but you said your first name is Randy?

Speaker speaker_1: Orenda, O-R-A-N-D-A.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker_1: 03/09/81.

Speaker speaker_0: And your address.

Speaker speaker_1: 324 Harrison Avenue.

Speaker speaker_0: And the city and state.

Speaker speaker_1: Lancaster, Ohio.

Speaker speaker_0: Can I have your phone number 740-487-2974?

Speaker speaker_1: I'm sorry, say that again.

Speaker speaker_0: 740-487-2974.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email address as your first name, your last name five @gme.com?

Speaker speaker_1: Hmm, yes.

Speaker speaker_0: Okay, at the moment, you are currently, your coverage is currently pending. You, um, are going to be enrolled into the MEC TelR- TeleRx plan which is preventative health plus telehealth services and pre-arads built in but you're not currently active.

Speaker speaker_1: Oh, okay. So there won't be no coverage.

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay. Okay, thank you. That's all I was trying to find out.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.