

## **Transcript: Pearl**

**Rojas-5565698599469056-6366443175329792**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with? Leah Love. And how can I assist you? I'm just trying to see if I have insurance with you guys. Okay. What's the name of the staffing agency you work for? Uh, Surge Staffing. And the last four digits of your social? 4958. All righty. And what is your address and date of birth? It's, uh, *f*... uh, 49617, and date of birth is 10-24-99. Okay, and if we come up with 864-790-1041? Yes. And I have your email address as lelependegrass3617@gmail.com? Yes. All right. And I have you here down for a preventative health plan called the MEC Telarex. That plan covers your annual physicals, some STD screenings, some cancer screenings, immunizations, things like that. It doesn't cover going to the doctor's ER. It's, um, preventative health services. That's it? Y'all don't have dental or vision? You're not enrolled in those plans. Um, you're only in that, that Telarex plan. Okay. Is there a way that I can enroll in those plans? You can only enroll within the first 30 days of receiving your first paycheck, which for you has passed, or during company open enrollment, which is mid-August. Okay, thank you. No problem. Thank you for calling. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Leah Love.

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

Speaker speaker\_1: I'm just trying to see if I have insurance with you guys.

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

Speaker speaker\_1: Uh, Surge Staffing.

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

Speaker speaker\_1: 4958.

Speaker speaker\_0: All righty. And what is your address and date of birth?

Speaker speaker\_1: It's, uh, *f*... uh, 49617, and date of birth is 10-24-99.

Speaker speaker\_0: Okay, and if we come up with 864-790-1041?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as lelependegrass3617@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. And I have you here down for a preventative health plan called the MEC Telarex. That plan covers your annual physicals, some STD screenings, some cancer screenings, immunizations, things like that. It doesn't cover going to the doctor's ER. It's, um, preventative health services.

Speaker speaker\_1: That's it? Y'all don't have dental or vision?

Speaker speaker\_0: You're not enrolled in those plans. Um, you're only in that, that Telarex plan.

Speaker speaker\_1: Okay. Is there a way that I can enroll in those plans?

Speaker speaker\_0: You can only enroll within the first 30 days of receiving your first paycheck, which for you has passed, or during company open enrollment, which is mid-August.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. Thank you for calling. You have a great day.