

## Transcript: Pearl

**Rojas-5687002287357952-4998693848399872**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl . Who do I have the pleasure of speaking with? It's, well, this is Juan Malave. I think I just missed a call from you. Hi. Yes, sir. Um, I was just giving you a call to let you know that y- uh, your eligibility review was approved and you were enrolled in that, uh, Insure Plus Enhanced plan that you requested. Um- Yeah. Can you also make sure that I'm enrolled in the dental and also the, the vision please? Oh, yeah. We can definitely do that. What's the name of the staffing agency you're with again? Oxford Global Resources. And the last- and the last four digits of your Social? 1703. This will be for myself and my children. Okay. And if you can confirm- And they- ... your address. Yeah. My address is 21330 Bridle Rose Trail, Tomball, Texas 77377. Okay. And your date of birth? Uh, 7-3-'86. Okay. And the number of phone number is 281-703-3584? Correct. And then I have your email address as juanj.malave hotmail.com? That's correct. All righty. So you said, that's... Okay. So is the Insure Plus Enhanced going to be for you and your children as well or that one's going to be for just yourself? Me and the children, and then me and the children for vision, and then the same for dental. So vision, dental and then health. Okay. So for those three plans for you and your children, it's going to be \$51.36 a week. That's perfect. Now there's a third, there's a third, uh, option called telemedicine. Is that telemedicine? Um, the MEC TelRx? Yeah. What is that, if you don't mind explaining that to me? That is preventative health with FreeRx and telehealth services built in. Um, so that one, with that plan, you get, uh, FreeRx membership, which if your medication is on their list of covered medication, it's- Yeah. ... covered 100%. Um, the telehealth services is basically seeing a physician via webcam. And then preventative health, you would be able to go into an office to see, for your preventative health, which is like your annual physicals, some STD screenings, some cancer screenings. Okay. Diabetes self-immes. Okay. Go ahead and add that one as well. Okay. So that's gonna bring- Or both, um- ... your weekly deductions to \$71.66. Perfect. Okay. It will take one to three weeks for the staffing agency to start those deductions. Once they do, the following Monday, you're either active, and then later that week you'll receive your dental, vision and preventative health card in the mail and your medical one to your email. Um, bear with me one moment. What is the name of your first child? My first child is going to be Liam, L-I-A-M Joseph Malave. Okay. Bear with me one moment. Yeah. It's J-O-S-E-P-H for Joseph. And do you have his full Social? Yes, I do. Give me one second. I believe his Social starts with 145... Hold on. I want to make sure I say it correctly. Hold on. I have everything saved on my phone, so. I'm a little bit of a nerd when it comes to that. No worries. Uh, okay. Where is it at? Social, Social. Okay. Okay, no. So Liam's, Liam's is 629-45-3267. All righty. And his date of birth? Is 1-11-2016. All righty. And the next child? It's Juliette Victoria. So just like it sounds, J-U-L-I-E-T-T-E Victoria, just like it sounds. And then Malave, M-A-L-A-V-E. Her date of birth is 6-11-2021. And then her Social Security is

14189-2512. Okay. And are there any more children? No, that's it. Okay. All right. I got all the information down. Do you have any questions? No, you're awesome. Thank you so much. All right. Well, thank you so much for calling. You have a great day. You too. Take care. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: It's, well, this is Juan Malave. I think I just missed a call from you.

Speaker speaker\_0: Hi. Yes, sir. Um, I was just giving you a call to let you know that y- uh, your eligibility review was approved and you were enrolled in that, uh, Insure Plus Enhanced plan that you requested. Um-

Speaker speaker\_1: Yeah. Can you also make sure that I'm enrolled in the dental and also the, the vision please?

Speaker speaker\_0: Oh, yeah. We can definitely do that. What's the name of the staffing agency you're with again?

Speaker speaker\_1: Oxford Global Resources.

Speaker speaker\_0: And the last- and the last four digits of your Social?

Speaker speaker\_1: 1703. This will be for myself and my children.

Speaker speaker\_0: Okay. And if you can confirm-

Speaker speaker\_1: And they-

Speaker speaker\_0: ... your address.

Speaker speaker\_1: Yeah. My address is 21330 Bridle Rose Trail, Tomball, Texas 77377.

Speaker speaker\_0: Okay. And your date of birth?

Speaker speaker\_1: Uh, 7-3-'86.

Speaker speaker\_0: Okay. And the number of phone number is 281-703-3584?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then I have your email address as juanj.malave hotmail.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All righty. So you said, that's... Okay. So is the Insure Plus Enhanced going to be for you and your children as well or that one's going to be for just yourself?

Speaker speaker\_1: Me and the children, and then me and the children for vision, and then the same for dental. So vision, dental and then health.

Speaker speaker\_0: Okay. So for those three plans for you and your children, it's going to be \$51.36 a week.

Speaker speaker\_1: That's perfect. Now there's a third, there's a third, uh, option called telemedicine. Is that telemedicine?

Speaker speaker\_0: Um, the MEC TelRx?

Speaker speaker\_1: Yeah. What is that, if you don't mind explaining that to me?

Speaker speaker\_0: That is preventative health with FreeRx and telehealth services built in. Um, so that one, with that plan, you get, uh, FreeRx membership, which if your medication is on their list of covered medication, it's-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... covered 100%. Um, the telehealth services is basically seeing a physician via webcam. And then preventative health, you would be able to go into an office to see, for your preventative health, which is like your annual physicals, some STD screenings, some cancer screenings.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Diabetes self-immes.

Speaker speaker\_1: Okay. Go ahead and add that one as well.

Speaker speaker\_0: Okay. So that's gonna bring-

Speaker speaker\_1: Or both, um-

Speaker speaker\_0: ... your weekly deductions to \$71.66.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: Okay. It will take one to three weeks for the staffing agency to start those deductions. Once they do, the following Monday, you're either active, and then later that week you'll receive your dental, vision and preventative health card in the mail and your medical one to your email. Um, bear with me one moment. What is the name of your first child?

Speaker speaker\_1: My first child is going to be Liam, L-I-A-M Joseph Malave.

Speaker speaker\_0: Okay. Bear with me one moment.

Speaker speaker\_1: Yeah. It's J-O-S-E-P-H for Joseph.

Speaker speaker\_0: And do you have his full Social?

Speaker speaker\_1: Yes, I do. Give me one second. I believe his Social starts with 145... Hold on. I want to make sure I say it correctly. Hold on. I have everything saved on my phone, so. I'm a little bit of a nerd when it comes to that.

Speaker speaker\_0: No worries.

Speaker speaker\_1: Uh, okay. Where is it at? Social, Social. Okay. Okay, no. So Liam's, Liam's is 629-45-3267.

Speaker speaker\_0: All righty. And his date of birth?

Speaker speaker\_1: Is 1-11-2016.

Speaker speaker\_0: All righty. And the next child?

Speaker speaker\_1: It's Juliette Victoria. So just like it sounds, J-U-L-I-E-T-T-E Victoria, just like it sounds. And then Malave, M-A-L-A-V-E. Her date of birth is 6-11-2021. And then her Social Security is 14189-2512.

Speaker speaker\_0: Okay. And are there any more children?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Okay. All right. I got all the information down. Do you have any questions?

Speaker speaker\_1: No, you're awesome. Thank you so much.

Speaker speaker\_0: All right. Well, thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Take care. Bye-bye.