

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Huddles, who is this speaking with? Oh, this is Kurel Rosiki. I'm sorry, you sound really far away. Who am I speaking with? Oh, right, can you hear me now? It's Kurel Rosiki. And how can I assist you? Um, I was wondering if I could get information just about my new insurance since I just switched to this? Okay. Um, what's the name of the staffing agency you work for? Uh, Oxford, mm, uh, Resource? Mm, Oxford Global Resources. Okay, and the last four digits of your Social? 7012. All righty, and if you can just confirm your address and date of birth. 9 North McQuane, Glenmont, New York, 12077 and January 23rd, 1995. Okay, and I have your phone number as 774-487-2192? Yes. All righty, and I have your phone number... Your email address as your first name, your last name at gmail.com? Correct. All righty. Let's take a look here. All righty. So currently you are enrolled in the Insurplus Basic Dental Short Term Disability Fi- Uh, Vision and MEC TelRx all for employee only. Mm-hmm. The Insurplus Basic which is your medical and your dental and your short term disability are all with the company American Public Life. Your vision- And do I have them yet? What? Sorry, you said it was with American Public Li- Public Life. Public Life, okay. And the vision care? And your vision is through MetLife. Okay. And then your MEC TelRx which is your preventative health and Free Rx in one is through 90 Degree Benefit. Okay. Perfect. And if I want to like, see like, um, the list of the doctors and stuff I would just go to these sites? I'm sorry, I'm not sure if American Public Life has a website. Um, but once you receive your card, or actually I can give you phone numbers for each where you can find a provider in the area. Just whenever you're ready I can get you those numbers. Okay. Yes, I can view American Public Life number. Okay, that one is... Oh, 800-157-1403. 1403, yep. Um, and then that would, you would use that for the dental, medical and the, um, yeah the dental and the medical. And then your vision, that phone number would be- Mm-hmm. Oh, give me one second. 800-615-1883. 1883, yep. And then your preventive health would be 800-833-4296. 133-4296. All right. And then your coverage should be ac- And then there's 90... That's right. Go ahead. Sorry, what, what, what were you saying? Um, your coverage should be, became active yesterday. So, you should receive your dental, vision and preventive card by the end of the week to your residence, and then your medical will go to your email. Okay, perfect. Thank you. I really appreciate that. No problem. Is there anything else I can assist you with? Uh, oh, yeah, just one question. The 90 Degree Benefit, that was for, um, which one? I'm sorry, I must have missed that. Um, preventative health. It's like preventive care? Preventative, yeah. Okay, got it. Thank you. Okay. No problem.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Huddles, who is this speaking with?

Speaker speaker_2: Oh, this is Kurel Rosiki.

Speaker speaker_1: I'm sorry, you sound really far away. Who am I speaking with?

Speaker speaker_2: Oh, right, can you hear me now? It's Kurel Rosiki.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I was wondering if I could get information just about my new insurance since I just switched to this?

Speaker speaker_1: Okay. Um, what's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Oxford, mm, uh, Resource? Mm, Oxford Global Resources.

Speaker speaker_1: Okay, and the last four digits of your Social?

Speaker speaker_2: 7012.

Speaker speaker_1: All righty, and if you can just confirm your address and date of birth.

Speaker speaker_2: 9 North McQuane, Glenmont, New York, 12077 and January 23rd, 1995.

Speaker speaker_1: Okay, and I have your phone number as 774-487-2192?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty, and I have your phone number... Your email address as your first name, your last name at gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. Let's take a look here. All righty. So currently you are enrolled in the Insurplus Basic Dental Short Term Disability Fi- Uh, Vision and MEC TelRx all for employee only.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The Insurplus Basic which is your medical and your dental and your short term disability are all with the company American Public Life. Your vision-

Speaker speaker_2: And do I have them yet?

Speaker speaker_1: What?

Speaker speaker_2: Sorry, you said it was with American Public Li-

Speaker speaker_1: Public Life.

Speaker speaker_2: Public Life, okay. And the vision care?

Speaker speaker_1: And your vision is through MetLife.

Speaker speaker_2: Okay.

Speaker speaker_1: And then your MEC TelRx which is your preventative health and Free Rx in one is through 90 Degree Benefit.

Speaker speaker_2: Okay. Perfect. And if I want to like, see like, um, the list of the doctors and stuff I would just go to these sites?

Speaker speaker_1: I'm sorry, I'm not sure if American Public Life has a website. Um, but once you receive your card, or actually I can give you phone numbers for each where you can find a provider in the area. Just whenever you're ready I can get you those numbers.

Speaker speaker_2: Okay. Yes, I can view American Public Life number.

Speaker speaker_1: Okay, that one is... Oh, 800-157-1403.

Speaker speaker_2: 1403, yep.

Speaker speaker_1: Um, and then that would, you would use that for the dental, medical and the, um, yeah the dental and the medical. And then your vision, that phone number would be-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Oh, give me one second. 800-615-1883.

Speaker speaker_2: 1883, yep.

Speaker speaker_1: And then your preventive health would be 800-833-4296.

Speaker speaker_2: 133-4296.

Speaker speaker_1: All right. And then your coverage should be ac-

Speaker speaker_2: And then there's 90...

Speaker speaker_3: That's right.

Speaker speaker_1: Go ahead.

Speaker speaker_2: Sorry, what, what, what were you saying?

Speaker speaker_1: Um, your coverage should be, became active yesterday. So, you should receive your dental, vision and preventive card by the end of the week to your residence, and then your medical will go to your email.

Speaker speaker_2: Okay, perfect. Thank you. I really appreciate that.

Speaker speaker_1: No problem. Is there anything else I can assist you with?

Speaker speaker_2: Uh, oh, yeah, just one question. The 90 Degree Benefit, that was for, um, which one? I'm sorry, I must have missed that.

Speaker speaker_1: Um, preventative health.

Speaker speaker_2: It's like preventive care?

Speaker speaker_1: Preventative, yeah.

Speaker speaker_2: Okay, got it. Thank you. Okay.

Speaker speaker_1: No problem.