Transcript: Pearl Rojas-5893610542153728-5946960579084288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon, thank you for- Hello. ... calling. My name's Pearl, who can I- John Skinner. How can I assist you, Mr. Smith? Um, I was trying to figure out insur- this insurance I got and it leads to the benefits in a card. Do I actually have any, like, health insurance for doctors or is it just emergency stuff on the card? I can definitely look and see. It's limited benefits. Okay. Is this a limited benefit plan? It says limited benefit hospital indemnity on the actual card. Okay, so that's your... That's a medical card. What is the name of the staff at AGC you work for? Uh, it's Innovative Staff Solutions at Hydra Gear. Okay, and the last four digits of your social? 8898. See if it'll help, I got policy number and everything included, but according to the- That would be enough. ... 800 number we called them. Oh, okay. According to the 800 number- Oh, I- ... on the card when we told them we were waiting, it's just like a major medical to go to the hospital or get disability or get hurt in a car wreck. But it's not, like, cover doctors and stuff. Um, let me know. So we're not... They're not major medical. They're limited benefit plans. Um. Mm-hmm. Give me one moment. Your last name is Smith, correct? No, Skinner, S-K-I-N-N-E-R. I don't know where Smith came from, but... I mean... Okay. What is, um, your address and date of birth? 3/12/72 is the date of birth. Address is 510 South Main Street, Marion, Kentucky. Okay, now your phone number is 270-969-4902? That is correct. And I have your email address as johnskinner41@yahoo.com? That is correct also. All right. So let's take a look here. Okay, so you have the Insure Plus Basics which is a medical plan. With that plan you have coverage... Let's see. Um, Insure Plus Basics. Okay. So you have coverage for daily hospital confinement, intensive care unit. Um, you have patient sickness. Um, you do have physician's office visits. They cover $50, um, per visit and you're responsible for the remainder. Um, hospital admission, emergency dental work. What I can do is I can send you a copy of the benefit guide and it will show you the plan and the, the coverage that you have. Okay, would you do that please? Of course. So just remember your plan is called Insure Plus- I'm ready to help out someone. Yeah, I bet. Uh, so your call- Your plan is on page two with the actual number two on it and yours is the one that says Insure Plus. Okay. Okay, I'm going to send it to... I'm going to send it from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox- Oh, you- ... try your spam or junk folder. Oh, okay, so it's going to come email. Okay, that'll work. Yes. I thought you were going to send it in the mail. Okay. Uh, do you have any other questions? Made it easier? Yes, a lot easier. No, that's it. Now I'm not the tech... Oh, she does have a question, girlfriend. Page two, what? Page two, um and it's- Oh. ... an Insure Plus. Insure Plus. Insure Plus, okay. I'm not the tech- technology guy really, so. No worries. Um, what may you want? But I can find it in my email. I think. Okay, and you said Innovative, right? Yeah, Innovative Staff Solutions is what it says. All righty. So when I get that sent to you, is there anything else I can assist you with today? No, that is it, hon.

Appreciate it. No problem. Thank you so much for calling. You have a great day. You too, thank you. Mm-hmm, bye. This is Alex Hi, Alex.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon, thank you for-

Speaker speaker_2: Hello.

Speaker speaker_1: ... calling. My name's Pearl, who can I-

Speaker speaker_2: John Skinner.

Speaker speaker_1: How can I assist you, Mr. Smith?

Speaker speaker_2: Um, I was trying to figure out insur- this insurance I got and it leads to the benefits in a card. Do I actually have any, like, health insurance for doctors or is it just emergency stuff on the card?

Speaker speaker_1: I can definitely look and see.

Speaker speaker_2: It's limited benefits. Okay.

Speaker speaker_1: Is this a limited benefit plan?

Speaker speaker_2: It says limited benefit hospital indemnity on the actual card.

Speaker speaker_1: Okay, so that's your... That's a medical card. What is the name of the staff at AGC you work for?

Speaker speaker_2: Uh, it's Innovative Staff Solutions at Hydra Gear.

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

Speaker speaker_2: 8898. See if it'll help, I got policy number and everything included, but according to the-

Speaker speaker_1: That would be enough.

Speaker speaker_2: ... 800 number we called them. Oh, okay. According to the 800 number-

Speaker speaker_1: Oh, I-

Speaker speaker_2: ... on the card when we told them we were waiting, it's just like a major medical to go to the hospital or get disability or get hurt in a car wreck. But it's not, like, cover doctors and stuff.

Speaker speaker_1: Um, let me know. So we're not... They're not major medical. They're limited benefit plans. Um. Mm-hmm. Give me one moment. Your last name is Smith, correct?

Speaker speaker_2: No, Skinner, S-K-I-N-N-E-R. I don't know where Smith came from, but... I mean...

Speaker speaker_1: Okay. What is, um, your address and date of birth?

Speaker speaker_2: 3/12/72 is the date of birth. Address is 510 South Main Street, Marion, Kentucky.

Speaker speaker_1: Okay, now your phone number is 270-969-4902?

Speaker speaker_2: That is correct.

Speaker speaker_1: And I have your email address as johnskinner41@yahoo.com?

Speaker speaker_2: That is correct also.

Speaker speaker_1: All right. So let's take a look here. Okay, so you have the Insure Plus Basics which is a medical plan. With that plan you have coverage... Let's see. Um, Insure Plus Basics. Okay. So you have coverage for daily hospital confinement, intensive care unit. Um, you have patient sickness. Um, you do have physician's office visits. They cover $50, um, per visit and you're responsible for the remainder. Um, hospital admission, emergency dental work. What I can do is I can send you a copy of the benefit guide and it will show you the plan and the, the coverage that you have.

Speaker speaker_2: Okay, would you do that please?

Speaker speaker_1: Of course. So just remember your plan is called Insure Plus-

Speaker speaker_2: I'm ready to help out someone.

Speaker speaker_1: Yeah, I bet. Uh, so your call- Your plan is on page two with the actual number two on it and yours is the one that says Insure Plus.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, I'm going to send it to... I'm going to send it from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox-

Speaker speaker_2: Oh, you-

Speaker speaker_1: ... try your spam or junk folder.

Speaker speaker_2: Oh, okay, so it's going to come email. Okay, that'll work.

Speaker speaker_1: Yes.

Speaker speaker_2: I thought you were going to send it in the mail. Okay.

Speaker speaker_1: Uh, do you have any other questions?

Speaker speaker_2: Made it easier?

Speaker speaker_1: Yes, a lot easier.

Speaker speaker_2: No, that's it. Now I'm not the tech... Oh, she does have a question, girlfriend. Page two, what?

Speaker speaker_1: Page two, um and it's-

Speaker speaker_2: Oh.

Speaker speaker_1: ... an Insure Plus. Insure Plus.

Speaker speaker_2: Insure Plus, okay. I'm not the tech- technology guy really, so.

Speaker speaker_1: No worries. Um, what may you want?

Speaker speaker_2: But I can find it in my email. I think.

Speaker speaker_1: Okay, and you said Innovative, right?

Speaker speaker_2: Yeah, Innovative Staff Solutions is what it says.

Speaker speaker_1: All righty. So when I get that sent to you, is there anything else I can assist you with today?

Speaker speaker_2: No, that is it, hon. Appreciate it.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too, thank you. Mm-hmm, bye.

Speaker speaker_0: This is Alex

Speaker speaker_3: Hi, Alex.