

Transcript: Pearl

Rojas-6038064593682432-5688547738435584

Full Transcript

Good afternoon. Thank you for calling Medical City Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi Pearl, my name is Yolanda Asorga. And how can I assist you? I'm calling to see if I could get my medical information. Okay. What's the name of the staff agency you work for? It's Partners Personnel. And the last four digits of your social? 1216. All righty. And if you can confirm your date of birth? 1-1-0-6. And your address. It's... Well, it depends what you guys have on file. I don't know if I updated it, but it either is 26636 Saffron Circle in Moreno Valley, California or 34475 Leann Lane in Louisville, California. Okay. And, um, do I have your phone number as 909-530-0043? That is correct. Yes. I'm calling right now- And I have your email address? ... using my mother's phone. Okay. And I have your email address as yolanda.asorga1010@gmo.com? That is correct. Okay. 'Cause I currently don't have you enrolled in any plans. Okay. See that's what I'm lost about, because they're pulling out almost \$174 per paycheck. And I received like a 10-something form, like the medical forms for my back good. But I'm not aware of any insurance that I'm paying for. Okay. So that 1095 form that you received, that is just... That, um, that was just an, an estimate if you were to get the insurance, how much you would be paying a month. It wasn't necessarily saying that you're enrolled. But it was the tax form that I had to give to my, uh, to the tax guy. No, ma'am, 'cause that wasn't the- It was 1095 form it was no, no. That, that form is just an estimate as if to... If you were to enroll, that's how much you would have paid. But it's not an actual, like, a receipt of you actually paying that or proof of coverage. Okay. Okay then. I'll just have to make sure and check the pay stub. Okay. All right. Well, I appreciate you. No problem. Thank you for calling. Have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Medical City Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi Pearl, my name is Yolanda Asorga.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm calling to see if I could get my medical information.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: It's Partners Personnel.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 1216.

Speaker speaker_0: All righty. And if you can confirm your date of birth?

Speaker speaker_1: 1-1-0-6.

Speaker speaker_0: And your address.

Speaker speaker_1: It's... Well, it depends what you guys have on file. I don't know if I updated it, but it either is 26636 Saffron Circle in Moreno Valley, California or 34475 Leann Lane in Louisville, California.

Speaker speaker_0: Okay. And, um, do I have your phone number as 909-530-0043?

Speaker speaker_1: That is correct. Yes. I'm calling right now-

Speaker speaker_0: And I have your email address?

Speaker speaker_1: ... using my mother's phone.

Speaker speaker_0: Okay. And I have your email address as yolanda.asorga1010@gmo.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. 'Cause I currently don't have you enrolled in any plans.

Speaker speaker_1: Okay. See that's what I'm lost about, because they're pulling out almost \$174 per paycheck. And I received like a 10-something form, like the medical forms for my back good. But I'm not aware of any insurance that I'm paying for.

Speaker speaker_0: Okay. So that 1095 form that you received, that is just... That, um, that was just an, an estimate if you were to get the insurance, how much you would be paying a month. It wasn't necessarily saying that you're enrolled.

Speaker speaker_1: But it was the tax form that I had to give to my, uh, to the tax guy.

Speaker speaker_0: No, ma'am, 'cause that wasn't the-

Speaker speaker_1: It was 1095 form it was no, no.

Speaker speaker_0: That, that form is just an estimate as if to... If you were to enroll, that's how much you would have paid. But it's not an actual, like, a receipt of you actually paying that or proof of coverage.

Speaker speaker_1: Okay. Okay then. I'll just have to make sure and check the pay stub. Okay. All right. Well, I appreciate you.

Speaker speaker_0: No problem. Thank you for calling. Have a great day.

Speaker speaker_1: You too. Bye.