

## **Transcript: Pearl**

**Rojas-6257516818251776-6683358329356288**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Hello. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hey, uh, D'Angelo Negrete. Thank you. And how can I assist you, Mr. Negrete? Uh, I just want to give in my, uh, I want to put in a request to see if my application has been approved. Well, yes, you would have to speak to your staffing agency. We do the healthcare for staffing agencies. Uh, that's what I mean. I'm sorry, the healthcare, uh, submission, if I am, uh, under coverage or not. Okay. What's the name of the staffing agency you work for? Staffing Agency Partners Personnel. And the last four digits of your Social? 3914. All righty. If you can confirm your address and date of birth. 1200 Town Center Village Drive, 1122, 1987. And what's the city and state? Uh, McDonald, Georgia, USA. All right. Okay, and your phone number is 626-484-9131? Yes. And I have your email address as r.nanf.t@gmail.com? Yes. Okay, so I do have a pending enrollment for you for dental and medical for employee only. Okay, uh, does it show w-, uh, who, how I go about choosing provider and all of that? Once you receive your card, on the card there, there's a phone number to find a provider and you'll be able to see, um, here a list of providers in your area. Awesome, so I am enrolled and I should be expecting the mail? Yes, you are enrolled. It is currently pending. They usually take, let me see. So you're actually... Hmm. Give me one second. It says pending. Give me one moment. I'll be right here. Okay. A- and you haven't received any of your cards? Zero. Okay, 'cause you've actually been active for about three weeks. One, two, three weeks. You should have received your dental card in the mail and your, um, medical card to your email. If you'd just, I can take a look and see if your virtual copies are available and send them to you. Okay. Give me one moment. Um, please, uh, um, I would request that. It looks like they sent them to you. It says, uh, member... Let me see. Okay, so it looks like they took a look a couple days ago. Let me go ahead and take another look- Okay. ... to see if we got them in yet. Only been three weeks. All righty, so it looks like they are ready, so I'll go ahead and get them sent to you via email. They're going to come from infitzinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. Great. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon.

Speaker speaker\_2: Hello.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Hey, uh, D'Angelo Negrete. Thank you.

Speaker speaker\_1: And how can I assist you, Mr. Negrete?

Speaker speaker\_2: Uh, I just want to give in my, uh, I want to put in a request to see if my application has been approved.

Speaker speaker\_1: Well, yes, you would have to speak to your staffing agency. We do the healthcare for staffing agencies.

Speaker speaker\_2: Uh, that's what I mean. I'm sorry, the healthcare, uh, submission, if I am, uh, under coverage or not.

Speaker speaker\_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_2: Staffing Agency Partners Personnel.

Speaker speaker\_1: And the last four digits of your Social?

Speaker speaker\_2: 3914.

Speaker speaker\_1: All right. If you can confirm your address and date of birth.

Speaker speaker\_2: 1200 Town Center Village Drive, 1122, 1987.

Speaker speaker\_1: And what's the city and state?

Speaker speaker\_2: Uh, McDonald, Georgia, USA.

Speaker speaker\_1: All right. Okay, and your phone number is 626-484-9131?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And I have your email address as r.nanf.t@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so I do have a pending enrollment for you for dental and medical for employee only.

Speaker speaker\_2: Okay, uh, does it show w-, uh, who, how I go about choosing provider and all of that?

Speaker speaker\_1: Once you receive your card, on the card there, there's a phone number to find a provider and you'll be able to see, um, here a list of providers in your area.

Speaker speaker\_2: Awesome, so I am enrolled and I should be expecting the mail?

Speaker speaker\_1: Yes, you are enrolled. It is currently pending. They usually take, let me see. So you're actually... Hmm. Give me one second. It says pending. Give me one moment.

Speaker speaker\_2: I'll be right here.

Speaker speaker\_1: Okay. A- and you haven't received any of your cards?

Speaker speaker\_2: Zero.

Speaker speaker\_1: Okay, 'cause you've actually been active for about three weeks. One, two, three weeks. You should have received your dental card in the mail and your, um, medical card to your email. If you'd just, I can take a look and see if your virtual copies are available and send them to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Give me one moment.

Speaker speaker\_2: Um, please, uh, um, I would request that.

Speaker speaker\_1: It looks like they sent them to you. It says, uh, member... Let me see. Okay, so it looks like they took a look a couple days ago. Let me go ahead and take another look-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to see if we got them in yet. Only been three weeks. All righty, so it looks like they are ready, so I'll go ahead and get them sent to you via email. They're going to come from [infitzinacard.com](http://infitzinacard.com). They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder.

Speaker speaker\_2: Great. Thank you so much.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.