

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I have the pleasure of speaking with? This is Sean Pratt. And how can I assist you? Well, I have, um... I'm also like a... so I work at Oxford, and uh, I, I enrolled in, you know, the benefits, but I, I also pay for the Insure Plus Enhanced, and I don't know what the group number is for that. So you're... So- And I need to know that so that I can... 'cause I have like a therapist, my... we have a... we have a doctor. Um, I don't know whether they're in network or not, but like we got to provide that information to them. Yeah. And, and you received your, your medical card, correct? Yeah. It went, it went to your- I got my medical card but it's... I'm sorry, what? Um, is your medical card the one that went to your email? And did, did it have the group number on it? Well, the group number is for that, um, that horrible insurance, whatever it's called, the, uh, the MedX whatever. The... it doesn't cover anything except for like, uh, preventative care. Um, but it- Wait, what? I'll give you my email if that will help. Let me have your... Um- the name of your staffing agency. The name of my staffing company? Yes. Oh, yeah. It's Oxford Resources. And the last four digits of your social? It's 5741. And if you can verify your address and date of birth. 413 Central Ave in Pawtucket, Rhode Island, unit 14-106. And my date of birth is 6/11/1968. All righty. And I have your phone number as 339-788-2080? Yes, that's correct. And I have your email address as sean.pratt@gmail.com... uh, forty@gmail.com. Uh, yeah, sean.pratt40@gmail.com. Correct. I believe that the, the card you're looking at is your MSU Telera X Card. I'm going to send you a copy of the Insure Plus Card and it should have all the information on there for you. That's awesome. Thank you. Yeah, now, is that... Insure Plus Enhanced Card, am I ever going to get that or is that virtual? That would have went to your email. I never... I never got that. Okay. I'll go ahead and send you another copy. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder. All right. Thank you. No problem. Do you have any other questions? No, ma'am. That's it. All righty. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I have the pleasure of speaking with?

Speaker speaker_1: This is Sean Pratt.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Well, I have, um... I'm also like a... so I work at Oxford, and uh, I, I enrolled in, you know, the benefits, but I, I also pay for the Insure Plus Enhanced, and I don't know what the group number is for that.

Speaker speaker_0: So you're... So-

Speaker speaker_1: And I need to know that so that I can... 'cause I have like a therapist, my... we have a... we have a doctor. Um, I don't know whether they're in network or not, but like we got to provide that information to them.

Speaker speaker_0: Yeah. And, and you received your, your medical card, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: It went, it went to your-

Speaker speaker_1: I got my medical card but it's... I'm sorry, what?

Speaker speaker_0: Um, is your medical card the one that went to your email? And did, did it have the group number on it?

Speaker speaker_1: Well, the group number is for that, um, that horrible insurance, whatever it's called, the, uh, the MedX whatever. The... it doesn't cover anything except for like, uh, preventative care. Um, but it-

Speaker speaker_0: Wait, what?

Speaker speaker_1: I'll give you my email if that will help.

Speaker speaker_0: Let me have your...

Speaker speaker_1: Um-

Speaker speaker_0: the name of your staffing agency.

Speaker speaker_1: The name of my staffing company?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, yeah. It's Oxford Resources.

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

Speaker speaker_1: It's 5741.

Speaker speaker_0: And if you can verify your address and date of birth.

Speaker speaker_1: 413 Central Ave in Pawtucket, Rhode Island, unit 14-106. And my date of birth is 6/11/1968.

Speaker speaker_0: All righty. And I have your phone number as 339-788-2080?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And I have your email address as sean.pratt@gmail.com... uh, forty@gmail.com.

Speaker speaker_1: Uh, yeah, sean.pratt40@gmail.com. Correct.

Speaker speaker_0: I believe that the, the card you're looking at is your MSU Telera X Card. I'm going to send you a copy of the Insure Plus Card and it should have all the information on there for you.

Speaker speaker_1: That's awesome. Thank you. Yeah, now, is that... Insure Plus Enhanced Card, am I ever going to get that or is that virtual?

Speaker speaker_0: That would have went to your email.

Speaker speaker_1: I never... I never got that.

Speaker speaker_0: Okay. I'll go ahead and send you another copy. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem. Do you have any other questions?

Speaker speaker_1: No, ma'am. That's it.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye.