

## Transcript: Pearl

**Rojas-6453662416289792-6530628230234112**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl who can I speak with? Um, hi, Pearl. My name is Katina Robinson. And I'm just trying- Okay. ... I was try- I was try- trying to see, um, through this insurance do, do I have prescription coverage? Because I have, um, a medication that I'm trying to get, and it's like 500 and something dollars and I'm like, "Uh, that means the insurance doesn't cover any of it." Because that means it's, it's just regular price. Okay. Let me go ahead and take a look at your account. What's the name of the staffing agency you work for? WSI. WSI. Okay. Is that... So do you... Is that- In Battle Creek. It's in Battle Creek, Michigan. Okay. Is it Workforce Strategies or Work Smart? Yes. We have two companies that use the same- I think it's Workforce Strategies. Okay. And the last 40 digits of your social? 55... Oh, 5596. Okay. And now if you can provide me with your accident date of birth. 03/01/74. And your address? 239 Broadway Boulevard, Battle Creek, Michigan, 49037. Okay. And your phone number is 269-744-9207? Yes, ma'am. Okay. So you do have prescription coverage with your medical plan and your preventative health. Um... Okay. So it's- So you can actually try both cards and see which one covers what or how much. Okay. I don't have any cards just yet, so I don't, I don't have anything to give them. Okay. So yeah, it looks like your, your coverage actually isn't active yet. You are enrolled in coverage. They just... The deductions just haven't began. Okay. Okay. Um- Okay. So once you see that first deduction on your payroll, then next Monday you become active and then later that week you'll receive your preventative health card in the mail and then your medical will go to your email, which actually we don't have one on file for you, so what is, um, a good email? Katina, C-A-T-I-N-A-R 411974@gmail.com. Okay. So you said that was C-A-T-I-N-A-R 411974@gmail.com? Yes. All right. So I got that saved. So your medical card will go to your email once, um, you see those deductions begin, okay? Okay. Any other things I can help with? Um, I'm just trying to... 'Cause I, I take Eliquis and I haven't had it in days, and I really don't want to have a heart attack or a stroke. Um, and that medicine is like 500 and something dollars and I cannot afford that. And I was trying to get it and get a copay thing, but I need, um, I needed to know the name of the insurance and the ID, the med, the membership ID, which you said I can't get that 'til they take the membership, whatever, and take their first deductions out or whatever. So I'm like- Mm-hmm. ... I don't, I don't know what to do. I'm, I'm trying to stay alive here. Um, yeah, 'cause the, the, just, we're just waiting on those deductions to begin. Um, I know FreeRx is offered separately, um, and then from the date, from the time you pay it, it takes 24 hours to become active. Um, but that is more expensive if you go through FreeRx itself as to going through your staffing agency. Yeah, no. I mean, I'll just deal with the staff and say I'll wait. So the deduction will probably come out this week, huh? Um, let me see when your enrollment was processed. Um... It occurs just on the 21st of last month, so one, two, this week will be three. So it should, I mean, it should come out this week 'cause

this week will be the third week. But it just depends on your staffing agency because that, they're the ones that do the deductions. Um, we don't have access to payroll. You could give them a call and see if they're, if they have the information or when the deductions will begin. Maybe they can give you some information. Um- Okay. ... but I wouldn't just be able to tell you for sure when they start. Okay. Thank you. No problem. Thank you so much for calling. Have a great day.

## Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl who can I speak with?

Speaker speaker\_1: Um, hi, Pearl. My name is Katina Robinson. And I'm just trying-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I was try- I was try- trying to see, um, through this insurance do, do I have prescription coverage? Because I have, um, a medication that I'm trying to get, and it's like 500 and something dollars and I'm like, "Uh, that means the insurance doesn't cover any of it." Because that means it's, it's just regular price.

Speaker speaker\_0: Okay. Let me go ahead and take a look at your account. What's the name of the staffing agency you work for?

Speaker speaker\_1: WSI.

Speaker speaker\_0: WSI. Okay. Is that... So do you... Is that-

Speaker speaker\_1: In Battle Creek. It's in Battle Creek, Michigan.

Speaker speaker\_0: Okay. Is it Workforce Strategies or Work Smart?

Speaker speaker\_1: Yes.

Speaker speaker\_0: We have two companies that use the same-

Speaker speaker\_1: I think it's Workforce Strategies.

Speaker speaker\_0: Okay. And the last 40 digits of your social?

Speaker speaker\_1: 55... Oh, 5596.

Speaker speaker\_0: Okay. And now if you can provide me with your accident date of birth.

Speaker speaker\_1: 03/01/74.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 239 Broadway Boulevard, Battle Creek, Michigan, 49037.

Speaker speaker\_0: Okay. And your phone number is 269-744-9207?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So you do have prescription coverage with your medical plan and your preventative health. Um...

Speaker speaker\_1: Okay. So it's-

Speaker speaker\_0: So you can actually try both cards and see which one covers what or how much.

Speaker speaker\_1: Okay. I don't have any cards just yet, so I don't, I don't have anything to give them.

Speaker speaker\_0: Okay. So yeah, it looks like your, your coverage actually isn't active yet. You are enrolled in coverage. They just... The deductions just haven't began.

Speaker speaker\_1: Okay. Okay. Um-

Speaker speaker\_0: Okay. So once you see that first deduction on your payroll, then next Monday you become active and then later that week you'll receive your preventative health card in the mail and then your medical will go to your email, which actually we don't have one on file for you, so what is, um, a good email?

Speaker speaker\_1: Katina, C-A-T-I-N-A-R 411974@gmail.com.

Speaker speaker\_0: Okay. So you said that was C-A-T-I-N-A-R 411974@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So I got that saved. So your medical card will go to your email once, um, you see those deductions begin, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Any other things I can help with?

Speaker speaker\_1: Um, I'm just trying to... 'Cause I, I take Eliquis and I haven't had it in days, and I really don't want to have a heart attack or a stroke. Um, and that medicine is like 500 and something dollars and I cannot afford that. And I was trying to get it and get a copay thing, but I need, um, I needed to know the name of the insurance and the ID, the med, the membership ID, which you said I can't get that 'til they take the membership, whatever, and take their first deductions out or whatever. So I'm like-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... I don't, I don't know what to do. I'm, I'm trying to stay alive here.

Speaker speaker\_0: Um, yeah, 'cause the, the, just, we're just waiting on those deductions to begin. Um, I know FreeRx is offered separately, um, and then from the date, from the time you pay it, it takes 24 hours to become active. Um, but that is more expensive if you go through FreeRx itself as to going through your staffing agency.

Speaker speaker\_1: Yeah, no. I mean, I'll just deal with the staff and say I'll wait. So the deduction will probably come out this week, huh?

Speaker speaker\_0: Um, let me see when your enrollment was processed. Um... It occurs just on the 21st of last month, so one, two, this week will be three. So it should, I mean, it should come out this week 'cause this week will be the third week. But it just depends on your staffing agency because that, they're the ones that do the deductions. Um, we don't have access to payroll. You could give them a call and see if they're, if they have the information or when the deductions will begin. Maybe they can give you some information. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... but I wouldn't just be able to tell you for sure when they start.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. Have a great day.