

## Transcript: Pearl

**Rojas-6693278139990016-5846041029689344**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi. My name is Pamela Turner. And how can I assist you? Uh, I was calling because I was trying to see, um, well, two things. So, one, I know, um, this is, like, supplemental insurance, but I was trying to see what it was supplemental to 'cause nobody really told me, and, um, my provider's actually asking me. And then the second question was, I was just trying to... Uh, I wanted to see when my card was gonna be mailed out to me or if I could get it electronically. Okay. No worries. Let me go ahead and get you over to an insurance carrier so that they can, um, answer your question about it being supplemental. And then they'll also be able to assist you with that card, okay? Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Oh, actually, give me one second. Do you know what plan you're in? Um... Uh, I will when you, if you tell me it. I'm not... I don't... I don't know it right off the bat. I think it's, like, the MEC or something like that, the Stay Healthy. Okay. What is the name of this company that you work for? I work for ATC Healthcare. And the last four digits of your social? 7692. All right. I need you to verify your address and date of birth. Address is 6451 Oxford Avenue, Apartment D as in dog, 119, Philadelphia, PA, 19111. Date of the birth is 7/22/1988. All righty. And I have your phone number as 443-783-8856. Yeah. That's correct. And I have your email address as peturner06@gmail.com? Yes. Okay. So you're in the MEC Enhanced, which- Mm-hmm. ... would be American Public Life for hospital indemnity, and the rest would be 90 Degree Benefits. Um, so let me get you over to 90 Degree Benefits since they take care of the hospital indemnity and the other part. Oh, okay. Thank you. No problem.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Hi. My name is Pamela Turner.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Uh, I was calling because I was trying to see, um, well, two things. So, one, I know, um, this is, like, supplemental insurance, but I was trying to see what it was supplemental to 'cause nobody really told me, and, um, my provider's actually asking me. And then the second question was, I was just trying to... Uh, I wanted to see when my card was gonna be mailed out to me or if I could get it electronically.

Speaker speaker\_0: Okay. No worries. Let me go ahead and get you over to an insurance carrier so that they can, um, answer your question about it being supplemental. And then they'll also be able to assist you with that card, okay?

Speaker speaker\_1: Okay. Thank you.

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

Speaker speaker\_1: You too.

Speaker speaker\_0: Oh, actually, give me one second. Do you know what plan you're in?

Speaker speaker\_1: Um... Uh, I will when you, if you tell me it. I'm not... I don't... I don't know it right off the bat. I think it's, like, the MEC or something like that, the Stay Healthy.

Speaker speaker\_0: Okay. What is the name of this company that you work for?

Speaker speaker\_1: I work for ATC Healthcare.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 7692.

Speaker speaker\_0: All right. I need you to verify your address and date of birth.

Speaker speaker\_1: Address is 6451 Oxford Avenue, Apartment D as in dog, 119, Philadelphia, PA, 19111. Date of the birth is 7/22/1988.

Speaker speaker\_0: All righty. And I have your phone number as 443-783-8856.

Speaker speaker\_1: Yeah. That's correct.

Speaker speaker\_0: And I have your email address as peturner06@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So you're in the MEC Enhanced, which-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... would be American Public Life for hospital indemnity, and the rest would be 90 Degree Benefits. Um, so let me get you over to 90 Degree Benefits since they take care of the hospital indemnity and the other part.

Speaker speaker\_1: Oh, okay. Thank you.

Speaker speaker\_0: No problem.