

## Transcript: Sara

**Marulanda-5315891015892992-4702433534722048**

### Full Transcript

Thank you for calling Benefits in a Card. This is Sarah. Who do I, am I speaking with? Hi, Sarah. This is Hailee from APL. I have an insured on the phone, and she, she needs to update her date of birth. Sure, Hailee. Um, do you know what company she's with? Uh, she... Hold on, let me see. But if you want, you can just transfer her and I, I will get the information from her. Okay, yes. Um, so- Yes. ... and she was wondering about a pharmacy, but I'll transfer her over. Okay. I appreciate it. Okay. Thank you very much. Of course. 92- All right. Thank you. You're welcome. All right, bye. Bye-bye. Hello? Hi, this is- Hello. ... Sarah from... Hello, can you hear me? Hello? I can now. Okay, hi. Hello. This is, this is Sarah from Benefits in a Card. Mm-hmm. May I have the name of the agency that you are working with, please? TempStaff. Okay. What is the name again, I'm sorry? I work with TempStaff. Okay. And may I have the last four of your Social? 3733. Okay. Hold on, please. And may I have your first and last name? Jamilah Cassidy. Can you spell your first name for me, please, or last name, either one? J-A-L-I-L-A C-A-F as a frank, F as a frank, E-Y. Okay. And... Okay, we have you here with two, uh, staffing companies. Which one is the one? What do you mean, two staffing companies? What other staffing companies are you seeing? I mean if you have worked before with another staffing company that they state here on the record. So- How may... I don't know which company. Let me know which company and I can tell you which one. I'm sorry, ma'am, it sounds so far away. Let me put my volume up a little bit, because I barely can hear you. Could you repeat that for me, ma'am? What other company is out there? Okay. I got you with two different companies. I cannot provide you that information until I verify your, your information, that I am with the correct person, because there could be two Jamilah Cassidys- You are with the correct person. I just gave you my name, and my, whatever, my birthday. What's the companies out there? You're talking to the same person. What other companies- Okay, you're with TempStaff? I'm not sure if that's what you say. TempStaff? Yeah, I said TempStaff. TempStaff. Oh, okay. Okay, like I said, what company is out there? The other one, um... Okay, once you verify your address and date of bir- um, date of birth for me, I will give you the other company name. I can- How do I get my information? What's the- Ma'am, I cannot give you that information. Um- How do I get it? I cannot give you- I cannot talk that much. I just had surgery. Surge. Yeah. I need to know what other companies are out there. Yes, that's the other company. Surge and TempStaff. Those are the companies. I haven't worked for Surge since last year. Well, I, I don't know. That's, that says data information, but it's on the system. So- So Surge still got me employed? No, ma'am. You are showing that you was with Surge. But until I open that file, that's when I find out if you are currently or if you was with them. Now I open the TempStaff file and it's showing you as active with them, not Surge. Mm-hmm. Okay. Now, how can I help you, ma'am? I forgot now. Let me go back and see. Okay. It said my coverage for the... Oh, my gosh. It says my coverage for the... in on the 27th.

Hello? Okay. Let me check that for you. First, can you please verify your address and date of birth for me? 802 Cherry Street, Grenada, Mississippi 12 1994. Email: lailacaffey24@gmail.com? Mm-hmm. That's it. Phone number 662-230-1242? Mm-hmm. Thank you, ma'am. Okay, we got... Let me see what we got here. Okay, the... Okay. It says on- Hello? No, it... Ma'am, it's not that your coverage will end. It's that you will have a new add- uh, a, a, another plans added. Like, FreeRx. Uh, let me, let me open that page. Give me just a minute.Mm-hmm. Okay, so until the 27th you were supposed to have um, the LPA Standard, Dental, Vision, Term Life and MEC Standalone. From the 28th ahead you will have 300X, Elite Standard, MEC Standalone, Dental, Short Term Disability, Term Life, Vision and Behavioral Health. It's like you add some plans. Mm-hmm. So that's, that's what the new coverage means. It's not that you're not going to have any more, uh, coverage for the previous plan, it's just that uh, you're adding plans and they will became active on the 28th. Okay. Okay, um, other than that ma'am is there any other question that I can help you with? Uh-uh, that's it. All righty, ma'am. So, Miss Kafi, thank you for calling Benefits in a Cart. I wish you too have a wonderful day, ma'am. Okay, what's my card... Do I get id card? Y- okay, let me check that for you. Yes, you will receive a... What did you guys give me the first? You will receive a Dental, Vision, uh, MEC Standalone ID card, and you will receive, um, the Elite Standard. Yes, ma'am, you will receive four ID cards. Okay. Remember the Elite Standard- All right, thank you. ... will be s- just remember the Elite Standard will be sent by, um, via email. Okay. All righty, ma'am. Other than that, is there anything else that I can help you, ma'am? Uh-uh. All righty, Miss Kafi, have a wonderful day and thank you for calling Benefits in a Cart. You too.

## Conversation Format

Speaker None: Thank you for calling Benefits in a Card. This is Sarah. Who do I, am I speaking with? Hi, Sarah. This is Hailee from APL. I have an insured on the phone, and she, she needs to update her date of birth. Sure, Hailee. Um, do you know what company she's with? Uh, she... Hold on, let me see. But if you want, you can just transfer her and I, I will get the information from her. Okay, yes. Um, so- Yes. ... and she was wondering about a pharmacy, but I'll transfer her over. Okay. I appreciate it. Okay. Thank you very much. Of course. 92- All right. Thank you. You're welcome. All right, bye. Bye-bye. Hello? Hi, this is- Hello. ... Sarah from... Hello, can you hear me? Hello? I can now. Okay, hi. Hello. This is, this is Sarah from Benefits in a Card. Mm-hmm. May I have the name of the agency that you are working with, please? TempStaff. Okay. What is the name again, I'm sorry? I work with TempStaff. Okay. And may I have the last four of your Social? 3733. Okay. Hold on, please. And may I have your first and last name? Jamilah Cassidy. Can you spell your first name for me, please, or last name, either one? J-A-L-I-L-A C-A-F as a frank, F as a frank, E-Y. Okay. And... Okay, we have you here with two, uh, staffing companies. Which one is the one? What do you mean, two staffing companies? What other staffing companies are you seeing? I mean if you have worked before with another staffing company that they state here on the record. So- How may... I don't know which company. Let me know which company and I can tell you which one. I'm sorry, ma'am, it sounds so far away. Let me put my volume up a little bit, because I barely can hear you. Could you repeat that for me, ma'am? What other company is

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