

Transcript: Pearl

Rojas-4542890022191104-5122160482238464

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl . Who else was I speaking with? Uh, this is Joshua . And how can I assist you? Uh, yes, ma'am. Uh, I need to talk to, I mean, I guess like a psych- psychiatrist or therapist, and I don't have my insurance cards. Like, they, they haven't come in in the mail yet. Okay, what's the name of the staffing agency you work for? Uh, it's American StaffCorp in, uh, Missouri, Springfield, Missouri. And what are the last four digits of your social? It's 7663. I'm sorry. What was that? Oh, it's 7663. Okay... Okay, and if you can verify your address and date of birth for me. Yes, uh, my address is 8346 North Farm Road, 123 Willard, Missouri. And then my birthday is May 20th, 1999. We have a different address on file. Uh, is it... I'm man... It's... Let, let, let me see. I might have said that wrong too. Oh, yeah, 8346 like N Farm Road. Willard, Willard- I have a different address completely. Or maybe you got my other Mississippi address, the 2139 Cavalry Drive, Southeast? Yes, that's right. Okay. Just trying to help. Okay, okay. Yeah, that's my, uh, Mississippi address where soon going to be going back to. Um, okay, so you are active. I need to definitely get copies of your card and send it to your email address. It's going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam or junk folder. Um, and let me switch you over to the insurance carrier so that they can confirm that, that is a covered service, um- Yes, ma'am. ... because I know that your staffing offers, um... Hang on one second. Yeah, 'cause your, your... Um, some agen- some staffing agencies offer behavioral and mental health as a plan on its own. Um, your agency doesn't, so I just want to make sure that that's something that's covered through your medical plan before you actually go through with it, okay? Uh, yes, ma'am. Thank you. No problem. Um, do you have any questions? Uh, no, ma'am. All righty, thank you so much for calling. I'm going to transfer you now, okay? All right, thanks. No problem. Have a great day. Uh, you too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl . Who else was I speaking with?

Speaker speaker_1: Uh, this is Joshua .

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yes, ma'am. Uh, I need to talk to, I mean, I guess like a psych-psychiatrist or therapist, and I don't have my insurance cards. Like, they, they haven't come in

in the mail yet.

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: Uh, it's American StaffCorp in, uh, Missouri, Springfield, Missouri.

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

Speaker speaker_1: It's 7663.

Speaker speaker_0: I'm sorry. What was that?

Speaker speaker_1: Oh, it's 7663.

Speaker speaker_0: Okay... Okay, and if you can verify your address and date of birth for me.

Speaker speaker_1: Yes, uh, my address is 8346 North Farm Road, 123 Willard, Missouri.
And then my birthday is May 20th, 1999.

Speaker speaker_0: We have a different address on file.

Speaker speaker_1: Uh, is it... I'm man... It's... Let, let, let me see. I might have said that wrong too. Oh, yeah, 8346 like N Farm Road. Willard, Willard-

Speaker speaker_0: I have a different address completely.

Speaker speaker_1: Or maybe you got my other Mississippi address, the 2139 Cavalry Drive, Southeast?

Speaker speaker_0: Yes, that's right.

Speaker speaker_1: Okay.

Speaker speaker_0: Just trying to help.

Speaker speaker_1: Okay, okay. Yeah, that's my, uh, Mississippi address where soon going to be going back to.

Speaker speaker_0: Um, okay, so you are active. I need to definitely get copies of your card and send it to your email address. It's going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam or junk folder. Um, and let me switch you over to the insurance carrier so that they can confirm that, that is a covered service, um-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... because I know that your staffing offers, um... Hang on one second. Yeah, 'cause your, your... Um, some agen- some staffing agencies offer behavioral and mental health as a plan on its own. Um, your agency doesn't, so I just want to make sure that that's something that's covered through your medical plan before you actually go through with it, okay?

Speaker speaker_1: Uh, yes, ma'am. Thank you.

Speaker speaker_0: No problem. Um, do you have any questions?

Speaker speaker_1: Uh, no, ma'am.

Speaker speaker_0: All righty, thank you so much for calling. I'm going to transfer you now, okay?

Speaker speaker_1: All right, thanks.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: Uh, you too.