

Transcript: Pearl

Rojas-4549069503414272-6593294627717120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I put you, who am I speaking with? Uh, yeah, my name is... That's fine, thank you. My name is, uh, Ruqayyah Woods. I just finished talking with, uh, one of, uh, the offices. Uh, I, and I do, I forgot to, to ask a question. That's why I just called back again. Okay. Uh, I wanted to know how I can get a, my card or to, if I have to go to the doctor's office? Okay, what is the name of the staffing agency you work for? Say again? The name of the staffing agency you work for? Oh, uh, DeResource. And the last four digits of your social? 09852. Okay, and if you can confirm your address and date of birth for me. Uh, date of birth is 12-25-70. My address is 1521 Bridleford Parkway, Apartment 8D, Greensboro, North Carolina 27407. Okay. And I have your phone number as 336-457-3042. 457-3042. Yes, please. And I have your email address as your first name, 3136 at gmail.com. Ruqayyah3136@gmail.com, yes, please. Okay, so your coverage just became active yesterday. I can take a look to see if there's a virtual copy ready for you. Um... Okay. If not, you can also give the doctor's off- And another question... Mm-hmm. Okay. Go ahead. Uh, I was just gonna say you can also give the, um, doctor's office our phone number and we can verify it. Okay. Okay. Do you have any questions? Well, and then can I, uh, yes, again, um, my doctors are in, are on Novant. Can I get Novant whenever I, I want to go to visit? Doctor's visit. Do you have network on Novant? Um, you live there in Novant? Yes, please. That's a city. No, any city. Any, out of Greensboro or in, uh, in Winston. I'm sorry, repeat your question. I just want to know if... No, I just want to know if Novant has your network, you have Novant's network. Oh, if, if, uh, Novant is in the network. It's not in the network? This is gonna be... So which, uh, which of, which, which, which of the plans that are network, do the health, do you have in your network? Okay, so with, with the plan that you're in, you don't want to see a doctor in network. You have to make sure they accept your insurance. Oh, okay. It doesn't need a, a particular health... No, ma'am. Okay. Okay, I'm going to send you a copy of your medical card. It was ready. It's going to come from info@benefitsinacard.com, okay? Okay. Thank you. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay. Do you have any questions? Thank you. No, that's all the questions I had. Thank you. All right. Well, thank you so much for calling. You have a great day. You as well. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I put you, who am I speaking with?

Speaker speaker_2: Uh, yeah, my name is... That's fine, thank you. My name is, uh, Ruqayyah Woods. I just finished talking with, uh, one of, uh, the offices. Uh, I, and I do, I forgot to, to ask a question. That's why I just called back again.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, I wanted to know how I can get a, my card or to, if I have to go to the doctor's office?

Speaker speaker_1: Okay, what is the name of the staffing agency you work for?

Speaker speaker_2: Say again?

Speaker speaker_1: The name of the staffing agency you work for?

Speaker speaker_2: Oh, uh, DeResource.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 09852.

Speaker speaker_1: Okay, and if you can confirm your address and date of birth for me.

Speaker speaker_2: Uh, date of birth is 12-25-70. My address is 1521 Bridleford Parkway, Apartment 8D, Greensboro, North Carolina 27407.

Speaker speaker_1: Okay. And I have your phone number as 336-457-3042.

Speaker speaker_2: 457-3042. Yes, please.

Speaker speaker_1: And I have your email address as your first name, 3136 at gmail.com.

Speaker speaker_2: Ruqayyah3136@gmail.com, yes, please.

Speaker speaker_1: Okay, so your coverage just became active yesterday. I can take a look to see if there's a virtual copy ready for you. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: If not, you can also give the doctor's off-

Speaker speaker_2: And another question... Mm-hmm. Okay. Go ahead.

Speaker speaker_1: Uh, I was just gonna say you can also give the, um, doctor's office our phone number and we can verify it.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Well, and then can I, uh, yes, again, um, my doctors are in, are on Novant. Can I get Novant whenever I, I want to go to visit? Doctor's visit. Do you have network

on Novant?

Speaker speaker_1: Um, you live there in Novant?

Speaker speaker_2: Yes, please.

Speaker speaker_1: That's a city.

Speaker speaker_2: No, any city. Any, out of Greensboro or in, uh, in Winston.

Speaker speaker_1: I'm sorry, repeat your question.

Speaker speaker_2: I just want to know if... No, I just want to know if Novant has your network, you have Novant's network.

Speaker speaker_1: Oh, if, if, uh, Novant is in the network.

Speaker speaker_2: It's not in the network? This is gonna be... So which, uh, which of, which, which, which of the plans that are network, do the health, do you have in your network?

Speaker speaker_1: Okay, so with, with the plan that you're in, you don't want to see a doctor in network. You have to make sure they accept your insurance.

Speaker speaker_2: Oh, okay. It doesn't need a, a particular health...

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, I'm going to send you a copy of your medical card. It was ready. It's going to come from info@benefitsinacard.com, okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Thank you. No, that's all the questions I had. Thank you.

Speaker speaker_1: All right. Well, thank you so much for calling. You have a great day.

Speaker speaker_2: You as well. Thank you.