

Transcript: Pearl

Rojas-4593477221302272-6691993610043392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Okay. You're calling with Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, my name is Michael Hill, and I was just calling to see if you guys could send me my insurance cards. I've been at this company for about nine months now, and I signed up when I first was hired on and they said you guys are the provider. Okay, so we're the healthcare administrators. Um, I can definitely send you copies of your cards. What is the name of the staffing agency you work for? Uh, Innovative Staff Solutions. And the last four digits of your social? 3766. Okay, can you confirm your address and date of birth for me? Uh, do what? Your address and date of birth? Uh, 106 3rd Street, Kala, Illinois, 62853, and then my date of birth is 04/1995. Okay, and I have your phone number as 618-316-2430? Um, can you repeat that again? 618-316-2430? Yeah, that's correct. I have you email address as mhill010120? Yes. A- is that @gmail? Yes, @gmail.com, I'm sorry. Okay, sorry about that. All right, and you said you just needed a copy of your card, correct? Yes, and could you tell me what insurance plans I do have? So the name of your insurance, um, carrier is American Public Life and you have the Insure Plus Enhanced medical plan. Okay, and, uh, you guys don't cover the other medical, like the dental and the eyesight, do you? Um, so we're the- we're just the healthcare administrators. We do- Okay. ... enrollments and stuff like that. They do- Right. Your staffing agency does offer those plans. Let me take a look. You're not currently enrolled and you're not eligible to enroll, but- Right. ... Innovative, Innovative has open enrollment... Um, give me one second. Let's see, Innovative staffs open enrollment is June, mid-June. Mid-June? Yes, unless you experience something like marriage, divorce, birth of a child, do- um, adoption of a child, involuntary loss of coverage elsewhere or turn the age of 18, you would have to wait until mid-June of next year. Okay, and, um, I did have a question they weren't able to answer. Uh, with the health insurance plan I do have, that is the highest one you guys offer, correct? That is the one that covers at the highest, that dollar amount, yes. Okay, okay. All right, yeah, but if you could just send me my card out, that would be awesome. Yep, I'm gonna go ahead and send it to your email. It's gonna come from info@benefitsinacard.com. It should- Okay. ... go to your inbox. If you don't see it in your inbox, check that spam or junk folder. Okay. Do you have any questions? Nope, that'll be it. Thank you. All righty, thank you so much for calling Innovative. You have a good day. Mm.

Conversation Format

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

Speaker speaker_1: Hi, good morning.

Speaker speaker_2: Okay.

Speaker speaker_1: You're calling with Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, my name is Michael Hill, and I was just calling to see if you guys could send me my insurance cards. I've been at this company for about nine months now, and I signed up when I first was hired on and they said you guys are the provider.

Speaker speaker_1: Okay, so we're the healthcare administrators. Um, I can definitely send you copies of your cards. What is the name of the staffing agency you work for?

Speaker speaker_2: Uh, Innovative Staff Solutions.

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

Speaker speaker_2: 3766.

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

Speaker speaker_2: Uh, do what?

Speaker speaker_1: Your address and date of birth?

Speaker speaker_2: Uh, 106 3rd Street, Kala, Illinois, 62853, and then my date of birth is 04/1995.

Speaker speaker_1: Okay, and I have your phone number as 618-316-2430?

Speaker speaker_2: Um, can you repeat that again?

Speaker speaker_1: 618-316-2430?

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: I have you email address as mhill010120?

Speaker speaker_2: Yes. A- is that @gmail?

Speaker speaker_1: Yes, @gmail.com, I'm sorry.

Speaker speaker_2: Okay, sorry about that.

Speaker speaker_1: All right, and you said you just needed a copy of your card, correct?

Speaker speaker_2: Yes, and could you tell me what insurance plans I do have?

Speaker speaker_1: So the name of your insurance, um, carrier is American Public Life and you have the Insure Plus Enhanced medical plan.

Speaker speaker_2: Okay, and, uh, you guys don't cover the other medical, like the dental and the eyesight, do you?

Speaker speaker_1: Um, so we're the- we're just the healthcare administrators. We do-

Speaker speaker_2: Okay.

Speaker speaker_1: ... enrollments and stuff like that. They do-

Speaker speaker_2: Right.

Speaker speaker_1: Your staffing agency does offer those plans. Let me take a look. You're not currently enrolled and you're not eligible to enroll, but-

Speaker speaker_2: Right.

Speaker speaker_1: ... Innovative, Innovative has open enrollment... Um, give me one second. Let's see, Innovative staffs open enrollment is June, mid-June.

Speaker speaker_2: Mid-June?

Speaker speaker_1: Yes, unless you experience something like marriage, divorce, birth of a child, do- um, adoption of a child, involuntary loss of coverage elsewhere or turn the age of 18, you would have to wait until mid-June of next year.

Speaker speaker_2: Okay, and, um, I did have a question they weren't able to answer. Uh, with the health insurance plan I do have, that is the highest one you guys offer, correct?

Speaker speaker_1: That is the one that covers at the highest, that dollar amount, yes.

Speaker speaker_2: Okay, okay. All right, yeah, but if you could just send me my card out, that would be awesome.

Speaker speaker_1: Yep, I'm gonna go ahead and send it to your email. It's gonna come from info@benefitsinacard.com. It should-

Speaker speaker_2: Okay.

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

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Nope, that'll be it. Thank you.

Speaker speaker_1: All righty, thank you so much for calling Innovative.

Speaker speaker_2: You have a good day. Mm.