

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell's the pleasure of speaking with? Lewis. And how can I assist you today, Lewis? Yeah, I want to, uh, well, I got a message saying that, uh, that y'all gonna start taking it out, outta my, uh, banking accounts. I mean, my checking account, uh, 'cause I'm with the staffing agency for insurance. Okay. What's the name of the staffing agency you work for? Carlton. And you don't wanna be auto-enrolled? No. If I'm in auto, if I'm enrolled, I wanna make sure, 'cause I called earlier, but I wanna get the one where I'm able to go for, like, doctor's visits and, and like, uh, you know, the basic doctor visit, like, nothing so high, but I just wanna get enrolled so that, you know, if I have an emergency, you know, God forbid, or, or I wanna do a checkup, that's the one I wanna get, I want, I want. Okay, so you actually want to enroll, enroll in coverage today? Well, I think I'm already enrolled, right? Can you check? I can definitely check. What is the last four digits of your social? 4140. All righty. No worries. Let me take a look here. And... Yes, this is... And what is your address and date of birth? It's 10/30/1990. Date of birth is, uh, I mean, 10/30/1990 and address is 6518 Mile Brush Prairie Drive, Houston, Texas. May I have your phone number as 686-9327? Yeah, yeah, that's correct. But I called earlier. I don't know if the guy did it right already. Um, yep. I have had a pending enrollment for you for the VIP standard for employee only. So those text messages for the auto-enrollment, they'll go, they'll go to your phone even though you enrolled already. You will receive our text messages once a week for your first 30 days. It's just a reminder for you to get it done before that, that window closes. But on the, um, the vision, I wanna, I don't wanna get the vision on it and, and dental, I just want the basic on dental. Okay, so you wanna add dental? 'Cause we only have you down for medical. How much is dental? Like, the basic d- Dental is \$3.64 a week. Hmm. That's fine. Never mind. I'm gonna... Just let me get the ba- Just let me... So leave the healthcare one. All right. I went ahead and confirmed that it is, um, pending and it will be processed. Is there anything else I can assist you today? Yeah, and the thing is, are y'all, am I gonna get a, a, a pamphlet in the, in the mail or a number that I can start calling to see where I can get a checkup at and, you know, it's, it's... And I would pay less, right, than the original? Like, since the, the one I got, I'm getting right now, uh, uh, um, I, I got, I'll pay less, right, in deductibles than the first one? In like a basic? So the plan that you're en- So the plan that you're enrolled in, it doesn't have copays or deductibles, but they only cover up to a certain dollar amount for each service. Um, you're not required to see a doctor in any kind of network. You just have to make sure that, that doctor's office accepts your insurance. Um, the name of your insurance company is going to be A- American Public Life. Um- American Public Life? Yes, sir. Okay. I'm finished. Um, okay. And I guess, and then from there I'll see who they, um, you know, how mu- I mean, what I could, I could, uh, see, I mean, what, what doctors I can go to, right? I can provide you with a phone number. Okay. Can you... Hold on. Can you give me

that? Yep. It's 800... Hold on. Okay, 800- 5, 6. Uh, what? 800 what? 8-6-2-5-6. Okay, hold on. 8-800-86-26? No. No. 800-256. 256. Okay. 8-6-0-6. 8-6-0-6. Okay. And then I guess I'll have to wait, right, until it shows that I'm actually enrolled in it? Correct. Meaning, you know, how long? A month you said, right? Yep. So usually it takes one to two weeks to process. After you see that first deduction on your check, the next mon- Excuse me. The next Monday you're active. Thank you. No problem. Thank you so much for calling. You have a great day. Thank you.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell's the pleasure of speaking with?

Speaker speaker_1: Lewis.

Speaker speaker_0: And how can I assist you today, Lewis?

Speaker speaker_1: Yeah, I want to, uh, well, I got a message saying that, uh, that y'all gonna start taking it out, outta my, uh, banking accounts. I mean, my checking account, uh, 'cause I'm with the staffing agency for insurance.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Carlton.

Speaker speaker_0: And you don't wanna be auto-enrolled?

Speaker speaker_1: No. If I'm in auto, if I'm enrolled, I wanna make sure, 'cause I called earlier, but I wanna get the one where I'm able to go for, like, doctor's visits and, and like, uh, you know, the basic doctor visit, like, nothing so high, but I just wanna get enrolled so that, you know, if I have an emergency, you know, God forbid, or, or I wanna do a checkup, that's the one I wanna get, I want, I want.

Speaker speaker_0: Okay, so you actually want to enroll, enroll in coverage today?

Speaker speaker_1: Well, I think I'm already enrolled, right? Can you check?

Speaker speaker_0: I can definitely check. What is the last four digits of your social?

Speaker speaker_1: 4140.

Speaker speaker_0: All righty. No worries. Let me take a look here. And... Yes, this is... And what is your address and date of birth?

Speaker speaker_1: It's 10/30/1990. Date of birth is, uh, I mean, 10/30/1990 and address is 6518 Mile Brush Prairie Drive, Houston, Texas.

Speaker speaker_0: May I have your phone number as 686-9327?

Speaker speaker_1: Yeah, yeah, that's correct. But I called earlier. I don't know if the guy did it right already.

Speaker speaker_0: Um, yep. I have had a pending enrollment for you for the VIP standard for employee only. So those text messages for the auto-enrollment, they'll go, they'll go to your phone even though you enrolled already. You will receive our text messages once a week for your first 30 days. It's just a reminder for you to get it done before that, that window closes.

Speaker speaker_1: But on the, um, the vision, I wanna, I don't wanna get the vision on it and, and dental, I just want the basic on dental.

Speaker speaker_0: Okay, so you wanna add dental? 'Cause we only have you down for medical.

Speaker speaker_1: How much is dental? Like, the basic d-

Speaker speaker_0: Dental is \$3.64 a week.

Speaker speaker_1: Hmm. That's fine. Never mind. I'm gonna... Just let me get the ba- Just let me... So leave the healthcare one.

Speaker speaker_0: All right. I went ahead and confirmed that it is, um, pending and it will be processed. Is there anything else I can assist you today?

Speaker speaker_1: Yeah, and the thing is, are y'all, am I gonna get a, a, a pamphlet in the, in the mail or a number that I can start calling to see where I can get a checkup at and, you know, it's, it's... And I would pay less, right, than the original? Like, since the, the one I got, I'm getting right now, uh, uh, um, I, I got, I'll pay less, right, in deductibles than the first one? In like a basic?

Speaker speaker_0: So the plan that you're en- So the plan that you're enrolled in, it doesn't have copays or deductibles, but they only cover up to a certain dollar amount for each service. Um, you're not required to see a doctor in any kind of network. You just have to make sure that, that doctor's office accepts your insurance. Um, the name of your insurance company is going to be A- American Public Life. Um-

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. I'm finished. Um, okay. And I guess, and then from there I'll see who they, um, you know, how mu- I mean, what I could, I could, uh, see, I mean, what, what doctors I can go to, right?

Speaker speaker_0: I can provide you with a phone number.

Speaker speaker_1: Okay. Can you... Hold on. Can you give me that?

Speaker speaker_0: Yep. It's 800...

Speaker speaker_1: Hold on. Okay, 800-

Speaker speaker_0: 5, 6.

Speaker speaker_1: Uh, what? 800 what?

Speaker speaker_0: 8-6-2-5-6.

Speaker speaker_1: Okay, hold on. 8-800-86-26?

Speaker speaker_0: No. No. 800-256.

Speaker speaker_1: 256. Okay.

Speaker speaker_0: 8-6-0-6.

Speaker speaker_1: 8-6-0-6. Okay. And then I guess I'll have to wait, right, until it shows that I'm actually enrolled in it?

Speaker speaker_0: Correct.

Speaker speaker_1: Meaning, you know, how long? A month you said, right?

Speaker speaker_0: Yep. So usually it takes one to two weeks to process. After you see that first deduction on your check, the next mon- Excuse me. The next Monday you're active.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you.