

## Transcript: Pearl

**Rojas-4745809833148416-6208871937261568**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Yeah, Pearl, this is Ronald King. Um, y'all sent me a thing about my insurance and I was just going to touch bases with you and kind of fill me in of what's going on, please. Okay, what's the name of the staffing agency you work for? Uh, it's SSP. Okay, and the last four digits of your social? 4582. 4582. Okay, bear with me. 4582. Okay. Can you verify your address and date of birth for me? All right, address is 18400 Lake Ridge Drive, Social, Mississippi, and, uh, September 4th, 1965. All righty. And I have your phone number as 228-324-5058? Yes, ma'am. And I have your email address as rking8837@gmail.com? Yes, ma'am. All righty. So your staffing agency is actually changing, um, healthcare administrators. They are transferring over to us. So currently you are enrolled in vision, dental, VIP Classic, short-term disability and the MUC enhan- MUC Standalone, which is preventative health, all for employee plus child. Um, it looks like we are missing your child information. Um, your weekly deductions, however, are going to be of \$84.60. I'm sorry, what was that? \$84 for what? Vision, dental, medical, short-term disability and preventative health. Right. So I'm paying that every week? Yes, sir. Okay. So I don't want to change anything. Do you... I mean, so what are you s- what are you... what are they sending me this for? 'Cause I want to leave everything like it is. Okay. Um, so this is just a... it was just... they're just notifications telling you that the coverage is being switched trans- transitioned over and you're in open enrollment, so that in case you do want to make changes, if you want to add anything or add anybody, this will be the time to do it. Yeah. Well, my daughter should be on there because everything... all the information is there. Um, so the... do... the dependent information hasn't been transferred over. It should be, uh, Madeline, Madeline King. Madeline King. Yeah. Okay. Well, give me, give me one moment. All right, so that... the dependent information hadn't been transferred over yet. Um, I can go ahead and put it in the system just so we don't have to wait for that to come over, um, if you'd like? Yeah, please do. Put it in there. Okay. Do you know her full social by chance? No, I don't. So I'm going to put zero for that and that information will be a- added once we do receive it. What's her date of birth? Uh, 2001, uh, October, uh, the 26th, 2001. All righty. So I put that in... the information in the system and then all we're waiting for is a social number that enrolls for your receipt of it. Um, but you're good to go. It's just a reminder that it is open enrollment and any changes you need to do, um, now would be the time. Okay. So when you say that, so is the insurance... can you go higher than what I got? Um- Far as health insurance? There is one plan that is offered that covers at a certain dollar amount 'cause the VIP Classic that you're in, it's, um... doesn't have copays or deductibles, but it only covers each service up to a certain dollar amount, and then the... so there's that, the plan you're in, which is the Classic, and then there's the VIP Pro, which covers at a, a slightly bit higher dollar amount, and some services are covered that on

the Classic they're not. Um, so it just depends how often you go to the doctor and what all you have done. Hmm. Okay. All right. Up top- Well, we'll just leave it like it is. Okay. Is there anything else I can assist you with? All right. No, baby, I was just checking just to make sure that everything was still on the same page. All righty. Thank you so much for calling. You have a great day. You too.

## Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Yeah, Pearl, this is Ronald King. Um, y'all sent me a thing about my insurance and I was just going to touch bases with you and kind of fill me in of what's going on, please.

Speaker speaker\_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker\_1: Uh, it's SSP.

Speaker speaker\_0: Okay, and the last four digits of your social?

Speaker speaker\_1: 4582.

Speaker speaker\_0: 4582. Okay, bear with me. 4582. Okay. Can you verify your address and date of birth for me?

Speaker speaker\_1: All right, address is 18400 Lake Ridge Drive, Social, Mississippi, and, uh, September 4th, 1965.

Speaker speaker\_0: All righty. And I have your phone number as 228-324-5058?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as rking8837@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. So your staffing agency is actually changing, um, healthcare administrators. They are transferring over to us. So currently you are enrolled in vision, dental, VIP Classic, short-term disability and the MUC enhan- MUC Standalone, which is preventative health, all for employee plus child. Um, it looks like we are missing your child information. Um, your weekly deductions, however, are going to be of \$84.60. I'm sorry, what was that?

Speaker speaker\_1: \$84 for what?

Speaker speaker\_0: Vision, dental, medical, short-term disability and preventative health.

Speaker speaker\_1: Right. So I'm paying that every week?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. So I don't want to change anything. Do you... I mean, so what are you s- what are you... what are they sending me this for? 'Cause I want to leave everything like it is.

Speaker speaker\_0: Okay. Um, so this is just a... it was just... they're just notifications telling you that the coverage is being switched trans- transitioned over and you're in open enrollment, so that in case you do want to make changes, if you want to add anything or add anybody, this will be the time to do it.

Speaker speaker\_1: Yeah. Well, my daughter should be on there because everything... all the information is there.

Speaker speaker\_0: Um, so the... do... the dependent information hasn't been transferred over.

Speaker speaker\_1: It should be, uh, Madeline, Madeline King.

Speaker speaker\_0: Madeline King.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Well, give me, give me one moment. All right, so that... the dependent information hadn't been transferred over yet. Um, I can go ahead and put it in the system just so we don't have to wait for that to come over, um, if you'd like?

Speaker speaker\_1: Yeah, please do. Put it in there.

Speaker speaker\_0: Okay. Do you know her full social by chance?

Speaker speaker\_1: No, I don't.

Speaker speaker\_0: So I'm going to put zero for that and that information will be a- added once we do receive it. What's her date of birth?

Speaker speaker\_1: Uh, 2001, uh, October, uh, the 26th, 2001.

Speaker speaker\_0: All righty. So I put that in... the information in the system and then all we're waiting for is a social number that enrolls for your receipt of it. Um, but you're good to go. It's just a reminder that it is open enrollment and any changes you need to do, um, now would be the time.

Speaker speaker\_1: Okay. So when you say that, so is the insurance... can you go higher than what I got?

Speaker speaker\_0: Um-

Speaker speaker\_1: Far as health insurance?

Speaker speaker\_0: There is one plan that is offered that covers at a certain dollar amount 'cause the VIP Classic that you're in, it's, um... doesn't have copays or deductibles, but it only covers each service up to a certain dollar amount, and then the... so there's that, the plan you're in, which is the Classic, and then there's the VIP Pro, which covers at a, a slightly bit

higher dollar amount, and some services are covered that on the Classic they're not. Um, so it just depends how often you go to the doctor and what all you have done.

Speaker speaker\_1: Hmm. Okay. All right.

Speaker speaker\_0: Up top-

Speaker speaker\_1: Well, we'll just leave it like it is.

Speaker speaker\_0: Okay. Is there anything else I can assist you with?

Speaker speaker\_1: All right. No, baby, I was just checking just to make sure that everything was still on the same page.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.