

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, this is Timothy Barron Jr. And how can I assist you? Uh, my son... I put my son on my insurance through work, uh, about two weeks ago. Mm-hmm. And he went to the doctor, uh, for... Friday, and he has other insurance as well. They said they was gonna, uh, take his other insurance with, like, more benefits and stuff like that, uh, if he was staying on my insurance. Um, so I was gonna see about how to go about, uh, taking him off my insurance so he doesn't lose his other insurance. Okay, what's the name of the staffing agency you work for? Uh, it's, uh... I'm not sure if I'm supposed to... It's, uh, Inn-Innovation Staffing, but I work for... That's who I work for, but I work through them through GIS- Excuse me, where is that? ... Diecast and Karen Henderson. Sorry, bear with me one moment. No, you're fine. Okay. Is it, is it- I'm sorry, go ahead. Um, it's Innovative? I'm sorry? Is the staffing agency's name Innovative or you said Innovation? Innovation. Uh, Inno-... Let me grab my card. I can't say it right. I know it's I-N-N... Uh... Innovative. Yes, Innovative. Innovative, I'm sorry about that. What are the last four digits of- You're fine. What are the last four digits of your social? 2854. All righty. And I'm not, I'm not sure what his last four of his social is. No, you're fine. We just need yours and your address and date of birth. It's 895 Forest View Road, Slaughter, Kentucky, 42456 and my birthdate is 7/29/1989. Got it, and I have your phone number as 7-... Uh, 270-635-1410? Yes, ma'am. And I have your email address as tbarron343@gmail.com? Yes, ma'am. All right, and you want to take your coverage down to employee only, correct? Uh, yes. Um, while I got you on here, sorry if I can bother you for about five minutes. Um, what's... Like, what all does the plan that I have for myself, like, what all would that cover? Does that cover, like, hospital visits, like, while I'm off work or whatnot? I'm not sure how this works. Or is it just- Yeah, so your coverage... Sorry, um- Okay, go ahead. I'm, I'm sorry about that. No, you're fine. So you have the Ensure Plus Enhanced. That plan does have coverage for, um, hospital emergency room, daily hospital confinement, intensive care unit, um, physician's office visits. It does have all that kind of coverage. If you'd like, I can send you a copy of the benefit guide and it'll show you exactly how much is covered for each service. Okay. Is that that little... They gave me a little booklet that had, uh, Innovation Staffing on it, and it had the, uh... Pull it out real quick. It had the, uh, like, the coverage plans and, like, that and stuff, and it just shows me the prices of everything, but it really doesn't break down, like... Right... Where am I at? Uh... I think it showed, like... I'm not real sure. I can't even find it right now. I just got off work. I'm trying to unwind. No worries. Um, yeah, I can, I can send you a copy of... It's, it's something like that booklet, but it actually shows you how much of each service is covered. Okay, cool. Yeah. I'd appreciate that. No problem. Is there anything else I can assist you with today? Um, what... Like, on your... Like, after I get that, uh, what you're sending me, would I be able to call when... Uh, like, would it be

you that answers or is it, like, just some randomized answers as it goes or? Yes, so it's different agents every time, um, but if you'd like to speak with me- Oh, okay. ... you could ask for me, um, and if I'm available, I'll transfer you over. It's just however you prefer. Okay, yeah. I'd rather, uh, speak to you because you already know what's going on with me and everything. So that way it don't get all- My name is Pearl, I'm from the office. Pearl? Yes. Oh, okay. Um, and then just look out for the email. It's going to say info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, just try that spam or junk folder, okay? Oh, okay. Yeah. Do you, uh, do you need me to go ahead and check my email? Um, it'll be just a moment. I have to download the guide and send it to you. Oh, okay. Okay. And you'll have two days to adjust your deductions, okay? Okay. I appreciate it, honestly. No problem. Thank you so much for calling. You have a great day. I'm sorry? Thank you so much for calling. You have a great day. Oh, you too. Thank you. Will you need me to stay on the line?

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, this is Timothy Barron Jr.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, my son... I put my son on my insurance through work, uh, about two weeks ago.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And he went to the doctor, uh, for... Friday, and he has other insurance as well. They said they was gonna, uh, take his other insurance with, like, more benefits and stuff like that, uh, if he was staying on my insurance. Um, so I was gonna see about how to go about, uh, taking him off my insurance so he doesn't lose his other insurance.

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

Speaker speaker_1: Uh, it's, uh... I'm not sure if I'm supposed to... It's, uh, Inn- Innovation Staffing, but I work for... That's who I work for, but I work through them through GIS-

Speaker speaker_0: Excuse me, where is that?

Speaker speaker_1: ... Diecast and Karen Henderson.

Speaker speaker_0: Sorry, bear with me one moment.

Speaker speaker_1: No, you're fine.

Speaker speaker_0: Okay. Is it, is it-

Speaker speaker_1: I'm sorry, go ahead.

Speaker speaker_0: Um, it's Innovative?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Is the staffing agency's name Innovative or you said Innovation?

Speaker speaker_2: Innovation.

Speaker speaker_1: Uh, Inno-... Let me grab my card. I can't say it right. I know it's I-N-N... Uh...

Speaker speaker_0: Innovative.

Speaker speaker_1: Yes, Innovative. Innovative, I'm sorry about that.

Speaker speaker_0: What are the last four digits of- You're fine. What are the last four digits of your social?

Speaker speaker_1: 2854.

Speaker speaker_0: All righty.

Speaker speaker_1: And I'm not, I'm not sure what his last four of his social is.

Speaker speaker_0: No, you're fine. We just need yours and your address and date of birth.

Speaker speaker_1: It's 895 Forest View Road, Slaughter, Kentucky, 42456 and my birthdate is 7/29/1989.

Speaker speaker_0: Got it, and I have your phone number as 7-... Uh, 270-635-1410?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as tbarron343@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and you want to take your coverage down to employee only, correct?

Speaker speaker_1: Uh, yes. Um, while I got you on here, sorry if I can bother you for about five minutes. Um, what's... Like, what all does the plan that I have for myself, like, what all would that cover? Does that cover, like, hospital visits, like, while I'm off work or whatnot? I'm not sure how this works. Or is it just-

Speaker speaker_0: Yeah, so your coverage... Sorry, um-

Speaker speaker_1: Okay, go ahead. I'm, I'm sorry about that.

Speaker speaker_0: No, you're fine. So you have the Ensure Plus Enhanced. That plan does have coverage for, um, hospital emergency room, daily hospital confinement, intensive care unit, um, physician's office visits. It does have all that kind of coverage. If you'd like, I can send you a copy of the benefit guide and it'll show you exactly how much is covered for each service.

Speaker speaker_1: Okay. Is that that little... They gave me a little booklet that had, uh, Innovation Staffing on it, and it had the, uh... Pull it out real quick. It had the, uh, like, the coverage plans and, like, that and stuff, and it just shows me the prices of everything, but it really doesn't break down, like... Right... Where am I at? Uh... I think it showed, like... I'm not real sure. I can't even find it right now. I just got off work. I'm trying to unwind.

Speaker speaker_0: No worries. Um, yeah, I can, I can send you a copy of... It's, it's something like that booklet, but it actually shows you how much of each service is covered.

Speaker speaker_1: Okay, cool. Yeah. I'd appreciate that.

Speaker speaker_0: No problem. Is there anything else I can assist you with today?

Speaker speaker_1: Um, what... Like, on your... Like, after I get that, uh, what you're sending me, would I be able to call when... Uh, like, would it be you that answers or is it, like, just some randomized answers as it goes or?

Speaker speaker_0: Yes, so it's different agents every time, um, but if you'd like to speak with me-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... you could ask for me, um, and if I'm available, I'll transfer you over. It's just however you prefer.

Speaker speaker_1: Okay, yeah. I'd rather, uh, speak to you because you already know what's going on with me and everything. So that way it don't get all-

Speaker speaker_0: My name is Pearl, I'm from the office.

Speaker speaker_1: Pearl?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, and then just look out for the email. It's going to say info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, just try that spam or junk folder, okay?

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Do you, uh, do you need me to go ahead and check my email?

Speaker speaker_0: Um, it'll be just a moment. I have to download the guide and send it to you.

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_0: And you'll have two days to adjust your deductions, okay?

Speaker speaker_1: Okay. I appreciate it, honestly.

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

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Oh, you too. Thank you. Will you need me to stay on the line?