

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? You're speaking with Josh Willie Allen. And how can I assist you? Um, I got a text this morning that said, "Welcome to Partner Personal. You have 30 days from your first paycheck to enroll," um, "in benefits." Okay. You want it to enroll today? Um, what, where's it apply? I'm sorry, what was that? What's that? Where does it apply? Insurance? Yes. That's medical, dental, vision, short-term disability, things like that. What kind? What kind? Medical, dental, vision, short-term disability, critical illness. It's, it's those plans. What's your name of the Hello? Hi. I'm here. What's the name of the provider? Okay. So for medical and dental, the carrier is American Public Life. For vision, it is MetLife. Appreciate it when you call back. Thank you all. Okay. What? What are you telling her 'cause I don't know- Hello? Yes. All right. What am I doing? What... I'm sorry. What, what are we doing? Wait. She was telling me what it... Do I need it? Oh, okay, um, I guess he's trying to figure out what insurance providers you guys are offering. So the provide- so with medical, um, so let's... Hold on one moment. Partners Personal. So with the medical- What is it? ... that are offered through his medical... through his staffing agency, there's three plans that, that don't require him to see a certain provider. He should have to make sure that they insure- they insure... They accept the insurance company. Um, those medical plans are through American Public Life and the dental is as well. Okay. Hold on. Hold on. Uh, American Public Life. Okay. If you- So you're talking about, you get in network providers- With those plans, you don't have to see a doctor in the, in the network. You should just make sure the doctor accepts the insurance. Okay. Okay. Um... All right. And then h- what is that? The... What is the coverage on that? If you'd like, we can send you- Is it like- ... a copy of the benefit guide. It'll show you the- That would be great. ... services it offers. Okay. And give me one moment. What is a good... Okay, one second. What is a good email? Um- Hold on. Josh, what's your email? Josh L. Allen? @91gmail.com. It's joshlallen91@gmail.com. Okay. And Allen, A-L-L-E-N? Correct. Okay. This, this email is going to come from info@benefitsinacard.com. It should go to his inbox. If it doesn't see it in his inbox, check his spam or junk folder. Can you do that for the med- for the dental and the... Did you say you did vision too or? Yep. It's going to have all the plans that, that are offered through his staffing agency in that one booklet. Okay. And this is... Okay. So this is through Partners Personal Staffing. All right. Yes. All right. Cool. All right. I'll, um, I'll check it out and then I'll have him call you back. All righty. Thank you so much for calling. You have a great day. Thanks.

Conversation Format

Speaker speaker_0: Hi. 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: You're speaking with Josh Willie Allen.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I got a text this morning that said, "Welcome to Partner Personal. You have 30 days from your first paycheck to enroll," um, "in benefits."

Speaker speaker_0: Okay. You want it to enroll today?

Speaker speaker_1: Um, what, where's it apply?

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: What's that? Where does it apply? Insurance?

Speaker speaker_0: Yes. That's medical, dental, vision, short-term disability, things like that.

Speaker speaker_2: What kind?

Speaker speaker_3: What kind?

Speaker speaker_0: Medical, dental, vision, short-term disability, critical illness. It's, it's those plans.

Speaker speaker_2: What's your name of the

Speaker speaker_4: Hello?

Speaker speaker_1: Hi. I'm here. What's the name of the provider?

Speaker speaker_0: Okay. So for medical and dental, the carrier is American Public Life. For vision, it is MetLife.

Speaker speaker_2: Appreciate it when you call back.

Speaker speaker_1: Thank you all.

Speaker speaker_2: Okay.

Speaker speaker_3: What?

Speaker speaker_2: What are you telling her 'cause I don't know-

Speaker speaker_0: Hello? Yes.

Speaker speaker_3: All right. What am I doing? What... I'm sorry. What, what are we doing?

Speaker speaker_2: Wait. She was telling me what it... Do I need it?

Speaker speaker_3: Oh, okay, um, I guess he's trying to figure out what insurance providers you guys are offering.

Speaker speaker_0: So the provide- so with medical, um, so let's... Hold on one moment. Partners Personal. So with the medical-

Speaker speaker_3: What is it?

Speaker speaker_0: ... that are offered through his medical... through his staffing agency, there's three plans that, that don't require him to see a certain provider. He should have to make sure that they insur- they insure... They accept the insurance company. Um, those medical plans are through American Public Life and the dental is as well.

Speaker speaker_3: Okay. Hold on. Hold on. Uh, American Public Life. Okay.

Speaker speaker_0: If you-

Speaker speaker_3: So you're talking about, you get in network providers-

Speaker speaker_0: With those plans, you don't have to see a doctor in the, in the network. You should just make sure the doctor accepts the insurance.

Speaker speaker_3: Okay. Okay. Um... All right. And then h- what is that? The... What is the coverage on that?

Speaker speaker_0: If you'd like, we can send you-

Speaker speaker_3: Is it like-

Speaker speaker_0: ... a copy of the benefit guide. It'll show you the-

Speaker speaker_3: That would be great.

Speaker speaker_0: ... services it offers. Okay. And give me one moment. What is a good... Okay, one second. What is a good email?

Speaker speaker_3: Um-

Speaker speaker_0: Hold on.

Speaker speaker_3: Josh, what's your email? Josh L. Allen?

Speaker speaker_2: @91gmail.com.

Speaker speaker_3: It's joshlallen91@gmail.com.

Speaker speaker_0: Okay. And Allen, A-L-L-E-N?

Speaker speaker_3: Correct.

Speaker speaker_0: Okay. This, this email is going to come from info@benefitsinacard.com. It should go to his inbox. If it doesn't see it in his inbox, check his spam or junk folder.

Speaker speaker_3: Can you do that for the med- for the dental and the... Did you say you did vision too or?

Speaker speaker_0: Yep. It's going to have all the plans that, that are offered through his staffing agency in that one booklet.

Speaker speaker_3: Okay. And this is... Okay. So this is through Partners Personal Staffing. All right.

Speaker speaker_0: Yes.

Speaker speaker_3: All right. Cool. All right. I'll, um, I'll check it out and then I'll have him call you back.

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

Speaker speaker_3: Thanks.