

Transcript: Pearl

Rojas-4814360291360768-5302097515692032

Full Transcript

Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, this is Gabriel. And how can I assist you? I'm just trying to get my insurance information so I can, uh, use it. Okay. What's the name of the staff agency you work for? Uh, Surge Staffing. And the last four digits of your social. 4252. I need you to verify your address and date of birth. Um, my date of birth is December 15th, 1992. My address on file is 819 Whisselwood Drive, Reynoldsburg, Ohio 43068. Okay. And I have your phone number as 668-7073? Yes. I have your email address as gab- gabriel.nimmons@gmail.com? Yes, that's correct. Okay. And you said you n- need a copy of your card? Uh, yeah, that'd be perfect. Okay. And I just wanna make, uh, confirm with you, you are enrolled in the preventative health plan, okay? Okay. So, um, that covers your annual physicals, and STD screenings, and cancer screenings, diabetes, blood pressure, those kinds of screenings. It doesn't cover you going to the doctor or ER. Um, it just covers preventative health. Uh, you can see a, um, doctor via telehealth, uh, TeleWeb, like phone or via webcam. But, um, actually go into an doctor, your... it won't cover. What, for my health insurance that I have? Yes. The plan that you have. Okay. Well, yeah, the email is gonna come from- Wait, so you said- What? You said it only... Oh, I'm sorry. You said it doesn't cover me if I go to a doctor? Not in person, no. Unless it's for your annual physical. Hm. Well, that's good to know. The email that I'm going to send you is gonna come from info@benefitsinacard.com. It should go to your inbox. Mm-hmm. If you don't see it in your inbox, try your spam or junk folder. Okay? Okay. I appreciate you. Is there anything else I can assist you with today? No, thank you. Thank you so much for calling. Have a great day.

Conversation Format

Speaker speaker_0: 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 Gabriel.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm just trying to get my insurance information so I can, uh, use it.

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

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: And the last four digits of your social.

Speaker speaker_1: 4252.

Speaker speaker_0: I need you to verify your address and date of birth.

Speaker speaker_1: Um, my date of birth is December 15th, 1992. My address on file is 819 Whisselwood Drive, Reynoldsburg, Ohio 43068.

Speaker speaker_0: Okay. And I have your phone number as 668-7073?

Speaker speaker_1: Yes.

Speaker speaker_0: I have your email address as gab- gabriel.nimmons@gmail.com?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. And you said you n- need a copy of your card?

Speaker speaker_1: Uh, yeah, that'd be perfect.

Speaker speaker_0: Okay. And I just wanna make, uh, confirm with you, you are enrolled in the preventative health plan, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: So, um, that covers your annual physicals, and STD screenings, and cancer screenings, diabetes, blood pressure, those kinds of screenings. It doesn't cover you going to the doctor or ER. Um, it just covers preventative health. Uh, you can see a, um, doctor via telehealth, uh, TeleWeb, like phone or via webcam. But, um, actually go into an doctor, your... it won't cover.

Speaker speaker_1: What, for my health insurance that I have?

Speaker speaker_0: Yes. The plan that you have.

Speaker speaker_1: Okay.

Speaker speaker_0: Well, yeah, the email is gonna come from-

Speaker speaker_1: Wait, so you said-

Speaker speaker_0: What?

Speaker speaker_1: You said it only... Oh, I'm sorry. You said it doesn't cover me if I go to a doctor?

Speaker speaker_0: Not in person, no. Unless it's for your annual physical.

Speaker speaker_1: Hm. Well, that's good to know.

Speaker speaker_0: The email that I'm going to send you is gonna come from info@benefitsinacard.com. It should go to your inbox.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: If you don't see it in your inbox, try your spam or junk folder. Okay?

Speaker speaker_1: Okay. I appreciate you.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: No, thank you.

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