

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning, thank you for calling Benefits in a Card. My name is Pearl. Who did I have on? Who's this speaking with? Uh, James Allen. And how can I assist you? So let me run a little info pass through so you know where I'm at. Um, I've been with this temporary company called Surge for two months, I'm working for them. They just now gave me this little card with three different phone numbers on it. But all I really wanna get going is I need to see a doctor for my stomach. I have like gastrointestinal issue, so my question to you... I'm trying to kinda find out, like, how much, um, I'm gonna pay or what my co-pay is. I have another phone number on the card that says... W- the lady goes, "When you find out what kind of doctor you need, I'll find you the location to go to." So within these three phone numbers, I'm just trying to gather information. Okay. So we... Here with me, with us, we're the health care administrators so we'll take care of your enrollment, um, your enrollment and give you all your details as far as the deductions and card information. Okay. Okay. But for specific questions about coverage, I can transfer you to insurance. I can actually give you a number to, um, a lady, a woman that takes care of questions before you actually enroll. Okay. Um, go ahead and give me that number please, and then you can go back to what you were trying to first say. But I'll write down the number for the coverage lady. Okay. Her name is Ms. Hines. Okay. Hines, okay. And her phone number is 936-3290. Uh-huh. Let me repeat. Ms. Hines, 936-3290? Yes. And then go ahead and continue with your enrollment info. Yes. So enrollment, um, you have 30 days from your first paycheck to enroll. You said you've been there two months already? Yeah, they just now gave me this card. They said after a month I get this little card, so I have it now. I- is it active or...? Um, let me take a look and see if I have an account for you. I should because you've been there for a min- a little bit already. Okay. What are the last four digits of your social? Last four is 4715. Okay. Alrighty, Mr. Allen. And if you can confirm your address and date of birth. Date of birth, 1/14/'74. Address, 1003 Kim Lane, Mesquite, Texas 75149. Okay. And I have your phone number as 7- as 972-762-0649? Yes. And I have your email address as steelbot87@gmail.com? Yes. Alrighty. So yes, you're right now enrolled in a preventative health plan, so that plan covers, like, your immunizations, your annual physicals, some STD screenings, some cancer screening, diabetes, blood pressure- Okay. ... those kinds of things. Okay. Yeah. It is active, you could use them for those services. Yeah. But it doesn't cover you going to the doctor or any specialist- specialists- Oh. Oh, okay. ... um, ER or anything like that. Okay. So, so on the things you, you just mentioned that you do not cover, I would just have to go like to CareNow or Primary Care and I pay out of pocket, correct? Correct. Okay. Now let's go back to what you just said, a physical. So I do wanna get a physical. Um, not right this second, but if I wanted to get a physical, how much am I, you know, am I paying? Like am I paying, um, 60% or what, what am I looking at if I go for a physical? So the... Yep,

so the preventative, this is covered at 100% as long as you go to a provider in the network. And then on your card, there is a phone number that says "Find a Provider" and you'll be able to- Yeah. ... see the providers in your area. Yeah. Yeah, okay. Um, and you said... So once I find the provider, you said it's 100% covered for a physical? Correct, as long as they're in the network. Oh. Yes. Yeah, 100%. I'm writing down everything you're saying, 100% physical in the network, find that provider. Okay, so you answered the question about b- the stomach thing. Okay, I gotta do something else for that. Um, you said I'm active so I can do the physical, I can get that going ASAP. Um, are you able to answer the question of how... They're taking, you know, money out of my check, I guess per week. Do you know how much that is? Is it a... Are you able to look at that info, like how much they're taking out per week in a month? Yes, sir. So weekly your deduction is a \$15.16. Okay, so \$15.16 every week, correct? Yes, sir. Okay, yeah, so you've answered how much it's costing, the stomach thing I gotta do on the side, you did the physical info, um, I think... Let's see, let's see. I think that was about it. You helped out a lot. Um, I'm good for now, okay? Alrighty, thank you, sir, for calling. Okay. You have a great day. You too. Bye. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning, thank you for calling Benefits in a Card. My name is Pearl. Who did I have on? Who's this speaking with?

Speaker speaker_2: Uh, James Allen.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: So let me run a little info pass through so you know where I'm at. Um, I've been with this temporary company called Surge for two months, I'm working for them. They just now gave me this little card with three different phone numbers on it. But all I really wanna get going is I need to see a doctor for my stomach. I have like gastrointestinal issue, so my question to you... I'm trying to kinda find out, like, how much, um, I'm gonna pay or what my co-pay is. I have another phone number on the card that says... W- the lady goes, "When you find out what kind of doctor you need, I'll find you the location to go to." So within these three phone numbers, I'm just trying to gather information.

Speaker speaker_1: Okay. So we... Here with me, with us, we're the health care administrators so we'll take care of your enrollment, um, your enrollment and give you all your details as far as the deductions and card information.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: But for specific questions about coverage, I can transfer you to insurance. I can actually give you a number to, um, a lady, a woman that takes care of questions before you actually enroll.

Speaker speaker_2: Okay. Um, go ahead and give me that number please, and then you can go back to what you were trying to first say. But I'll write down the number for the coverage lady.

Speaker speaker_1: Okay. Her name is Ms. Hines.

Speaker speaker_2: Okay. Hines, okay.

Speaker speaker_1: And her phone number is 936-3290.

Speaker speaker_2: Uh-huh. Let me repeat. Ms. Hines, 936-3290?

Speaker speaker_1: Yes.

Speaker speaker_2: And then go ahead and continue with your enrollment info.

Speaker speaker_1: Yes. So enrollment, um, you have 30 days from your first paycheck to enroll. You said you've been there two months already?

Speaker speaker_2: Yeah, they just now gave me this card. They said after a month I get this little card, so I have it now. I- is it active or...?

Speaker speaker_1: Um, let me take a look and see if I have an account for you. I should because you've been there for a min- a little bit already.

Speaker speaker_2: Okay.

Speaker speaker_1: What are the last four digits of your social?

Speaker speaker_2: Last four is 4715.

Speaker speaker_1: Okay. Alrighty, Mr. Allen. And if you can confirm your address and date of birth.

Speaker speaker_2: Date of birth, 1/14/'74. Address, 1003 Kim Lane, Mesquite, Texas 75149.

Speaker speaker_1: Okay. And I have your phone number as 7- as 972-762-0649?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as steelbot87@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Alrighty. So yes, you're right now enrolled in a preventative health plan, so that plan covers, like, your immunizations, your annual physicals, some STD screenings, some cancer screening, diabetes, blood pressure-

Speaker speaker_2: Okay.

Speaker speaker_1: ... those kinds of things.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: It is active, you could use them for those services.

Speaker speaker_2: Yeah.

Speaker speaker_1: But it doesn't cover you going to the doctor or any specialist- specialists-

Speaker speaker_2: Oh. Oh, okay.

Speaker speaker_1: ... um, ER or anything like that.

Speaker speaker_2: Okay. So, so on the things you, you just mentioned that you do not cover, I would just have to go like to CareNow or Primary Care and I pay out of pocket, correct?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Now let's go back to what you just said, a physical. So I do wanna get a physical. Um, not right this second, but if I wanted to get a physical, how much am I, you know, am I paying? Like am I paying, um, 60% or what, what am I looking at if I go for a physical?

Speaker speaker_1: So the... Yep, so the preventative, this is covered at 100% as long as you go to a provider in the network. And then on your card, there is a phone number that says "Find a Provider" and you'll be able to-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... see the providers in your area.

Speaker speaker_2: Yeah. Yeah, okay. Um, and you said... So once I find the provider, you said it's 100% covered for a physical?

Speaker speaker_1: Correct, as long as they're in the network.

Speaker speaker_2: Oh.

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah, 100%. I'm writing down everything you're saying, 100% physical in the network, find that provider. Okay, so you answered the question about b- the stomach thing. Okay, I gotta do something else for that. Um, you said I'm active so I can do the physical, I can get that going ASAP. Um, are you able to answer the question of how... They're taking, you know, money out of my check, I guess per week. Do you know how much that is? Is it a... Are you able to look at that info, like how much they're taking out per week in a month?

Speaker speaker_1: Yes, sir. So weekly your deduction is a \$15.16.

Speaker speaker_2: Okay, so \$15.16 every week, correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, yeah, so you've answered how much it's costing, the stomach thing I gotta do on the side, you did the physical info, um, I think... Let's see, let's see. I think that was about it. You helped out a lot. Um, I'm good for now, okay?

Speaker speaker_1: Alrighty, thank you, sir, for calling.

Speaker speaker_2: Okay.

Speaker speaker_1: You have a great day.

Speaker speaker_2: You too. Bye. All right.