

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who does the pleasure of speaking with? My name's Stephon. How you doing? I am good, and yourself? I'm doing great. Um, this is a insurance company, right? Correct. Well, we're not the insurance- Oh, okay. ... company itself, but we do handle insurance for staffing agencies. Okay, so I work through HSS and, um, I see, like, on my check stub that they say due to insurance that I'm being, like, charged for. So I was trying to see if my, um, insurance is, like, active to where I can use it, like if I go to a dentist or anything. Okay. Could definitely take a look for you. What is the name of the... Um, I'm sorry, you said you're working with HSS, correct? Yes, ma'am. And what are the last four digits of your Social? 1550. All right, and if you can confirm your address and date of birth for me. My birthday is 1-18-93 and my address is 14 Leggett Circle, Gulfport, Mississippi 39503. Okay. And I have your phone number as 228-239-1982. 1982. Yes, ma'am. Can I have your email address as youngsteph228@gmail.com? Correct. All right. So taking a look, you are enrolled in that dental plan and you are active. If you'd like, I can send you a copy of your ben- benefit card to your email. And what would I do? Just show that to, like, the dentist? Correct. You can, um... There'll be a number on your card and ... know that you can call and see providers in your area that accept the insurance. Um, and then, uh, go to one of those sites and, you know, just confirm with them, show them the card, confirm that they- I'm sorry, but you're- ... accept the insurance. Uh- Your phone is breaking up really bad right now. Oh, I'm sorry. Can you hear me? I hear you way better now. Okay. So yes, you would just show them that card and make sure that they accept your insurance, or you can call the number on the card and it'll give you a list of co- of providers that accept the insurance. Um, and, but that's it. Mm-hmm. Okay. Yes, uh, if you don't mind, you can send it to my email. Of course. Would there be any way that I can get, like, a, um, like, a physical card? I can definitely request one as well. Okay. If you don't mind, I'd appreciate it. Of course. Is there anything else I can assist you with? Um, no, ma'am. Okay. So that email is gonna come from info@benefitsinacard.com. It should go to your inbox. If not, try that spam or junk folder and then it'll be just a couple moments 'cause I do have to download it and then get it sent to you. Okay? Okay. So I download it? Um, so, well, I'm... I was say- I was saying that it's gonna take me a couple minutes 'cause I have to download it and then it's you and it's gonna be just- Oh, okay. ... like, a little... It'll be like a PDF, an attachment. You just click on it and then it'll open right up. Got you. Got you. Okay. I appreciate you. No problem. Thank you so much for calling. You have a great day. Thank you. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who does the pleasure of speaking with?

Speaker speaker_1: My name's Stephon. How you doing?

Speaker speaker_0: I am good, and yourself?

Speaker speaker_1: I'm doing great. Um, this is a insurance company, right?

Speaker speaker_0: Correct. Well, we're not the insurance-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... company itself, but we do handle insurance for staffing agencies.

Speaker speaker_1: Okay, so I work through HSS and, um, I see, like, on my check stub that they say due to insurance that I'm being, like, charged for. So I was trying to see if my, um, insurance is, like, active to where I can use it, like if I go to a dentist or anything.

Speaker speaker_0: Okay. Could definitely take a look for you. What is the name of the... Um, I'm sorry, you said you're working with HSS, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And what are the last four digits of your Social?

Speaker speaker_1: 1550.

Speaker speaker_0: All right, and if you can confirm your address and date of birth for me.

Speaker speaker_1: My birthday is 1-18-93 and my address is 14 Leggett Circle, Gulfport, Mississippi 39503.

Speaker speaker_0: Okay. And I have your phone number as 228-239-1982.

Speaker speaker_1: 1982. Yes, ma'am.

Speaker speaker_0: Can I have your email address as youngsteph228@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. So taking a look, you are enrolled in that dental plan and you are active. If you'd like, I can send you a copy of your ben- benefit card to your email.

Speaker speaker_1: And what would I do? Just show that to, like, the dentist?

Speaker speaker_0: Correct. You can, um... There'll be a number on your card and

Speaker speaker_2: ... know that you can call and see providers in your area that accept the insurance. Um, and then, uh, go to one of those sites and, you know, just confirm with them, show them the card, confirm that they-

Speaker speaker_1: I'm sorry, but you're-

Speaker speaker_0: ... accept the insurance. Uh-

Speaker speaker_1: Your phone is breaking up really bad right now.

Speaker speaker_0: Oh, I'm sorry. Can you hear me?

Speaker speaker_1: I hear you way better now.

Speaker speaker_0: Okay. So yes, you would just show them that card and make sure that they accept your insurance, or you can call the number on the card and it'll give you a list of co- of providers that accept the insurance. Um, and, but that's it. Mm-hmm.

Speaker speaker_1: Okay. Yes, uh, if you don't mind, you can send it to my email.

Speaker speaker_0: Of course.

Speaker speaker_1: Would there be any way that I can get, like, a, um, like, a physical card?

Speaker speaker_0: I can definitely request one as well.

Speaker speaker_1: Okay. If you don't mind, I'd appreciate it.

Speaker speaker_0: Of course. Is there anything else I can assist you with?

Speaker speaker_1: Um, no, ma'am.

Speaker speaker_0: Okay. So that email is gonna come from info@benefitsinacard.com. It should go to your inbox. If not, try that spam or junk folder and then it'll be just a couple moments 'cause I do have to download it and then get it sent to you. Okay?

Speaker speaker_1: Okay. So I download it?

Speaker speaker_0: Um, so, well, I'm... I was say- I was saying that it's gonna take me a couple minutes 'cause I have to download it and then it's you and it's gonna be just-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... like, a little... It'll be like a PDF, an attachment. You just click on it and then it'll open right up.

Speaker speaker_1: Got you. Got you. Okay. I appreciate you.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Bye.