

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? Hi, Pearl. My name is Michael Speed. And how can I assist you? Uh, the insurance that I have through, through work doesn't cover anything that I need. And I need to either get better insurance or I need to cancel this insurance altogether. Okay. What's the name of the staff agency you work for? MAU. And the last four digits of your Social? Zero, zero, one, five. Okay. And can you confirm your address and date of birth? 252 Clardy Road, Liberty, South Carolina, 29657. And 9/18/84. Okay. And have you filled in your birthday, 6/4, 633-8910? Yep. And your email address as mspeed97@gmail.com? Correct. All righty. Um, okay, so you have the Ensure Plus Enhanced, which is the higher-paying dollar amount of the two coverages. Um, so- Yeah, I got it. ... other than that... Huh? I got it because I needed to take care of, uh, uh, aftercare for a brain tumor and, uh, yeah, you guys, they, they don't... It doesn't cover lab work. It doesn't cover MRIs. They do offer a different plan. It's called MEC Enhanced. Um, that plan is medical and preventative health in one. For just yourself, it's \$23.13 a week. Um, that plan has copays, but after you, you pay the copay, the rest of the bill is covered by the insurance company. Um, it has specialty care visits and urgent care visits, but I'm not sure if that's what you would need for that aftercare. Um... I can s- I can transfer you over to the insurance carrier and you can ask them, um, if that plan better suits what you're looking for and then call us back if you want to make the change. Okay. Yeah, that would, uh, that would be helpful. All righty, then. Do you have anything else to assist us? Nope, that's it. Thank you so much for calling. You have a great day.

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: Hi, Pearl. My name is Michael Speed.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, the insurance that I have through, through work doesn't cover anything that I need. And I need to either get better insurance or I need to cancel this insurance altogether.

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

Speaker speaker_1: MAU.

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

Speaker speaker_1: Zero, zero, one, five.

Speaker speaker_0: Okay. And can you confirm your address and date of birth?

Speaker speaker_1: 252 Clardy Road, Liberty, South Carolina, 29657. And 9/18/84.

Speaker speaker_0: Okay. And have you filled in your birthday, 6/4, 633-8910?

Speaker speaker_1: Yep.

Speaker speaker_0: And your email address as mspeed97@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All righty. Um, okay, so you have the Ensure Plus Enhanced, which is the higher-paying dollar amount of the two coverages. Um, so-

Speaker speaker_1: Yeah, I got it.

Speaker speaker_0: ... other than that... Huh?

Speaker speaker_1: I got it because I needed to take care of, uh, uh, aftercare for a brain tumor and, uh, yeah, you guys, they, they don't... It doesn't cover lab work. It doesn't cover MRIs.

Speaker speaker_0: They do offer a different plan. It's called MEC Enhanced. Um, that plan is medical and preventative health in one. For just yourself, it's \$23.13 a week. Um, that plan has copays, but after you, you pay the copay, the rest of the bill is covered by the insurance company. Um, it has specialty care visits and urgent care visits, but I'm not sure if that's what you would need for that aftercare.

Speaker speaker_1: Um...

Speaker speaker_0: I can s- I can transfer you over to the insurance carrier and you can ask them, um, if that plan better suits what you're looking for and then call us back if you want to make the change.

Speaker speaker_1: Okay. Yeah, that would, uh, that would be helpful.

Speaker speaker_0: All righty, then. Do you have anything else to assist us?

Speaker speaker_1: Nope, that's it.

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