

## Transcript: Pearl

**Rojas-4933817430228992-4751467480137728**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Huda. Who am I speaking with? Kamari McKean. And how can I assist you? Um, I was calling because, um, I, I recently talked to, um, one of you guys, I think, Monday or... e- either it was Monday or Tuesday. But I seen that, um, that it came out of my check, but it won't let me log in. So she told me to give her a call back Wednesday to see was it activated. Okay. So you're, um, you're really, uh, uh, general. Where, where are you trying to log into? What is your... what are you trying to activate? Um, I, I, I think I had got insurance and she told me, um, the company that I was with. Okay. Hold on just a moment. So what are you trying to do? Do you need copies of your ID cards? Do you want to know if your coverage is active? I, I, well, I was just... it won't let me log in period to even see anything. It just took it out my account, so I didn't know... I didn't know if I had... like, I don't know the policy I got or nothing. Okay. And what website are you going to? Uh, what website? My company website. Yes. Um, PRC. So you should just benefits your coverage, all your plans, all that information, you should be going to [www.prc.com/prc-staffing](http://www.prc.com/prc-staffing). Is that where you're going? Yes, ma'am. And then you clicked on enroll dec- uh, I believe it says enroll/decline coverage? Yes. And you already registered there and now it's just not letting you log in? Hold on, just a moment. Uh, yes, because she... and then she told me that, um, I had a different company. I think it was like American Public Life or something like that. That's the name of the insurance carrier. So that's who your medical and dental would be through. Um, did you... is it that you're wanting to see what con- what coverage you have or are you just wanting to see if you're active? Are you trying to get your cards? What are you trying to do? Maybe I can do it for you over the phone instead of, um- Yes, ma'am. ... having to- Just trying to see was it active. Like, when would I be able to get a card? Okay. What are the last four digits of your social? 2251. Okay. And your address and date of birth. 07/31/2005. And your address. Oh, I'm sorry. 6023 Crystal Drive, Lot 215. And the city and state. Atlanta, Georgia. 31907. Okay. And I have your phone number as 334-922-0376. Yes, ma'am. All right. And I have your email address as your first name, your middle name, one at yahoo.com? Yes, ma'am. Okay. So I do have you enrolled in medical and PRX for employee only, but your coverage is not active yet. Oh. Um, it... let's see. It looks like you did it on the 23rd of December, and it usually takes one to two weeks to process. So really we're just waiting on the deductions to begin between third. So one, two... it's possible that deduction should be taken out this week. Um, but it just depends on the staffing that you see. We don't have access to your payroll. Um, we just take care of the enrollment. So, um, after you see that first deduction on your payroll check, you'll be active the next Monday, and you'll receive the card... your cards by the end of that week. Well, you'll receive your medical card to your email by the end of that week. Okay. Okay, thank you so much. No problem.

Thank you so much for calling. You have a great day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Huda. Who am I speaking with?

Speaker speaker\_2: Kamari McKean.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, I was calling because, um, I, I recently talked to, um, one of you guys, I think, Monday or... e- either it was Monday or Tuesday. But I seen that, um, that it came out of my check, but it won't let me log in. So she told me to give her a call back Wednesday to see was it activated.

Speaker speaker\_1: Okay. So you're, um, you're really, uh, uh, general. Where, where are you trying to log into? What is your... what are you trying to activate?

Speaker speaker\_2: Um, I, I, I think I had got insurance and she told me, um, the company that I was with.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Hold on just a moment.

Speaker speaker\_1: So what are you trying to do? Do you need copies of your ID cards? Do you want to know if your coverage is active?

Speaker speaker\_2: I, I, well, I was just... it won't let me log in period to even see anything. It just took it out my account, so I didn't know... I didn't know if I had... like, I don't know the policy I got or nothing.

Speaker speaker\_1: Okay. And what website are you going to?

Speaker speaker\_2: Uh, what website? My company website.

Speaker speaker\_1: Yes.

Speaker speaker\_2: Um, PRC.

Speaker speaker\_1: So you should just benefits your coverage, all your plans, all that information, you should be going to [www.prc.com/prc-staffing](http://www.prc.com/prc-staffing). Is that where you're going?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then you clicked on enroll dec- uh, I believe it says enroll/decline coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And you already registered there and now it's just not letting you log in?

Speaker speaker\_2: Hold on, just a moment. Uh, yes, because she... and then she told me that, um, I had a different company. I think it was like American Public Life or something like that.

Speaker speaker\_1: That's the name of the insurance carrier. So that's who your medical and dental would be through. Um, did you... is it that you're wanting to see what con- what coverage you have or are you just wanting to see if you're active? Are you trying to get your cards? What are you trying to do? Maybe I can do it for you over the phone instead of, um-

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: ... having to-

Speaker speaker\_2: Just trying to see was it active. Like, when would I be able to get a card?

Speaker speaker\_1: Okay. What are the last four digits of your social?

Speaker speaker\_2: 2251.

Speaker speaker\_1: Okay. And your address and date of birth.

Speaker speaker\_2: 07/31/2005.

Speaker speaker\_1: And your address.

Speaker speaker\_2: Oh, I'm sorry. 6023 Crystal Drive, Lot 215.

Speaker speaker\_1: And the city and state.

Speaker speaker\_2: Atlanta, Georgia. 31907.

Speaker speaker\_1: Okay. And I have your phone number as 334-922-0376.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. And I have your email address as your first name, your middle name, one at yahoo.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So I do have you enrolled in medical and PRX for employee only, but your coverage is not active yet.

Speaker speaker\_2: Oh.

Speaker speaker\_1: Um, it... let's see. It looks like you did it on the 23rd of December, and it usually takes one to two weeks to process. So really we're just waiting on the deductions to begin between third. So one, two... it's possible that deduction should be taken out this week. Um, but it just depends on the staffing that you see. We don't have access to your payroll. Um, we just take care of the enrollment. So, um, after you see that first deduction on your

payroll check, you'll be active the next Monday, and you'll receive the card... your cards by the end of that week. Well, you'll receive your medical card to your email by the end of that week.

Speaker speaker\_2: Okay. Okay, thank you so much.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.