

Transcript: Pearl

Rojas-4981812271300608-5173974074179584

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, this is Sang Dwang Pratchanpheng. And how can I assist you? Uh, yes. I'd like to get my, uh, medical card. All righty. What's the name of the staffing agency you work for? Pardon me? The name of the staffing agency you work for? Uh, WorkSource. And the last four digits of your social? Uh, 2356. All righty, and if you can verify your address and date of birth. Okay, and address is 11308 East Highway 10, uh, Greenwood, Arkansas 72936. And the date of birth is, uh, 5-5-65. All righty. And I have your phone number as 479-651-4588. Yes, correct. All righty. And I have your email address as may20soup@gmo.com. Yes. All righty. And you haven't received any, um, any of your cards at all? Uh, the medical card? No, I don't have any. I, I need one because my wife's going, going to go get a checkup. Okay. So you're in the MEC Standalone Plan. That's preventative health, so it'll cover going to her annual physical, immunizations, some STD screenings, some cancer screenings, things like that. Yeah. But it won't cover her going to the doctor's office if she's sick. Okay. Okay. I can send you a copy of that card to your email if you'd like. Uh, okay. So just for medical stuff, but, yeah. Uh, will you repeat that again? So it's just for preventive health, so like your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of thing. Oh, okay 'cause she, she wanted to go, go over there and get her blood checked. Okay. I'm not sure if blood work is covered. Oh, okay. Um, but I can definitely send you a copy of your card if you'd like. Uh, yes. Th- that, that'd be great, so, uh. So you said it's a card, the medical card? Uh, yes. The preventive health card, I can send to your email if you'd like. Oh, uh, an email? If you- Oh, okay. Yes. Okay. 'Cause you're not enrolled in medical. I have you enrolled in preventative health and in vision, but I don't have you enrolled in a medical plan. Oh, okay. Okay. Uh, can you send over the, the policy and stuff? Uh, w- what does it cover too? Yeah. I can send you a copy of the benefit guide. It will show you what's covered for y- um, for your plan. Okay. Yeah, just send it to my... through the email. All righty. Is there anything else I can assist you with today? Uh, could I request, well, a call out to, to you? You want a physical card sent? A mail- Yes. Okay. I can take a look to see when the card was sent. Um... Okay. Give me one moment. Okay. So it looks like... Okay. So it looks like your card was actually sent out today. Oh, did it? So you should receive it within the next couple of days. Yep. And I'll just go ahead and send you an emailed version so you have, have at hand for now. Oh, okay. Okay. All right. All right. Thank you very much. No problem. Is there anything else I can assist you with? Nothing. Uh, okay. That'll be good for today. All right. Thank you very much. All right. Bye-bye. Thank you so much for calling. Have a good day.

Conversation Format

Speaker speaker_0: Hi. Good morning. 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 Sang Dwang Pratchanpheng.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yes. I'd like to get my, uh, medical card.

Speaker speaker_0: All righty. What's the name of the staffing agency you work for?

Speaker speaker_1: Pardon me?

Speaker speaker_0: The name of the staffing agency you work for?

Speaker speaker_1: Uh, WorkSource.

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

Speaker speaker_1: Uh, 2356.

Speaker speaker_0: All righty, and if you can verify your address and date of birth.

Speaker speaker_1: Okay, and address is 11308 East Highway 10, uh, Greenwood, Arkansas 72936. And the date of birth is, uh, 5-5-65.

Speaker speaker_0: All righty. And I have your phone number as 479-651-4588.

Speaker speaker_1: Yes, correct.

Speaker speaker_0: All righty. And I have your email address as may20soup@gmo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And you haven't received any, um, any of your cards at all?

Speaker speaker_1: Uh, the medical card? No, I don't have any. I, I need one because my wife's going, going to go get a checkup.

Speaker speaker_0: Okay. So you're in the MEC Standalone Plan. That's preventative health, so it'll cover going to her annual physical, immunizations, some STD screenings, some cancer screenings, things like that.

Speaker speaker_1: Yeah.

Speaker speaker_0: But it won't cover her going to the doctor's office if she's sick.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: I can send you a copy of that card to your email if you'd like.

Speaker speaker_1: Uh, okay. So just for medical stuff, but, yeah. Uh, will you repeat that again?

Speaker speaker_0: So it's just for preventive health, so like your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of thing.

Speaker speaker_1: Oh, okay 'cause she, she wanted to go, go over there and get her blood checked.

Speaker speaker_0: Okay. I'm not sure if blood work is covered.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, but I can definitely send you a copy of your card if you'd like.

Speaker speaker_1: Uh, yes. Th- that, that'd be great, so, uh. So you said it's a card, the medical card?

Speaker speaker_0: Uh, yes. The preventive health card, I can send to your email if you'd like.

Speaker speaker_1: Oh, uh, an email?

Speaker speaker_0: If you-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause you're not enrolled in medical. I have you enrolled in preventative health and in vision, but I don't have you enrolled in a medical plan.

Speaker speaker_1: Oh, okay. Okay. Uh, can you send over the, the policy and stuff? Uh, w- what does it cover too?

Speaker speaker_0: Yeah. I can send you a copy of the benefit guide. It will show you what's covered for y- um, for your plan.

Speaker speaker_1: Okay. Yeah, just send it to my... through the email.

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

Speaker speaker_1: Uh, could I request, well, a call out to, to you?

Speaker speaker_0: You want a physical card sent?

Speaker speaker_1: A mail- Yes.

Speaker speaker_0: Okay. I can take a look to see when the card was sent. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Give me one moment. Okay. So it looks like... Okay. So it looks like your card was actually sent out today.

Speaker speaker_1: Oh, did it?

Speaker speaker_0: So you should receive it within the next couple of days. Yep. And I'll just go ahead and send you an emailed version so you have, have at hand for now.

Speaker speaker_1: Oh, okay. Okay. All right. All right. Thank you very much.

Speaker speaker_0: No problem. Is there anything else I can assist you with?

Speaker speaker_1: Nothing. Uh, okay. That'll be good for today. All right. Thank you very much. All right. Bye-bye.

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