

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. My name is Karen Cunningham. And how can I assist you? And uh, um, my Benefits in a Card are a expired and my account's been deactivated. I stopped working, uh, for a while, so I was wondering if there's any way for me to reactivate my benefits? Are you working with a staffing agen- any staffing agency again? Yes. Work Source. Work Source. Okay. And what are the last four digits of your Social? 2879. Okay. Do you need to confirm your address and date of birth? Mm, my address is my old, is my old address. Yeah. So, uh, it should be- ... my old address, 2502 A Pakula Boulevard or South Pakula Boulevard. Okay. And what was the other? Um, your date of birth. My date of birth? That would be March 8th, 2000. Okay. What's the city and state of your address? What's that? The city and state. Yes. Oh, uh, Pakula, Oklahoma. Okay. And I have your phone number at 918-316-0867? Yes, ma'am. That's correct. Let's take a look here. Okay, so... What I can do is I can reinstate your previous coverage, but you would have to keep the exac- you would have to keep the coverage you- Yeah. ... you had previously. Mm-hmm. Um, you can take off any coverage that you want, but you can't add anything. I have you for- Yeah. ... MEC standalone, which is preventive health, dental, vision, VIP Classic, which is your medical and then the behavioral health. Okay. Yeah. That'll- Do you want to keep those coverage? ... sound perfect. Yes, ma'am. Okay. Let's, so the Classic, Classic, Dental, Vision, preventive health and behavioral health. So your weekly deductions are gonna be of \$41.25. All righty. Um, actually, I'm sorry, \$39.10. Okay. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active and then later that week you receive your dental, vision and preventative health card in the mail, and your medical will go to your email. All right. Thank you. Do you have any questions? Um, would there be any way for me to, uh, use my benefits online today through the portal? No ma'am. You would have to wait the one to two weeks for the deductions to start. Okay. Thank you. No, it's called... Have a great day. You too. Bye-bye.

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. My name is Karen Cunningham.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: And uh, um, my Benefits in a Card are a expired and my account's been deactivated. I stopped working, uh, for a while, so I was wondering if there's any way for me to reactivate my benefits?

Speaker speaker_0: Are you working with a staffing agen- any staffing agency again?

Speaker speaker_1: Yes. Work Source.

Speaker speaker_0: Work Source. Okay. And what are the last four digits of your Social?

Speaker speaker_1: 2879.

Speaker speaker_0: Okay. Do you need to confirm your address and date of birth?

Speaker speaker_1: Mm, my address is my old, is my old address.

Speaker speaker_0: Yeah.

Speaker speaker_1: So, uh, it should be- ... my old address, 2502 A Pakula Boulevard or South Pakula Boulevard.

Speaker speaker_0: Okay.

Speaker speaker_1: And what was the other?

Speaker speaker_0: Um, your date of birth.

Speaker speaker_1: My date of birth? That would be March 8th, 2000.

Speaker speaker_0: Okay. What's the city and state of your address?

Speaker speaker_1: What's that?

Speaker speaker_0: The city and state.

Speaker speaker_1: Yes. Oh, uh, Pakula, Oklahoma.

Speaker speaker_0: Okay. And I have your phone number at 918-316-0867?

Speaker speaker_1: Yes, ma'am. That's correct.

Speaker speaker_0: Let's take a look here. Okay, so... What I can do is I can reinstate your previous coverage, but you would have to keep the exac- you would have to keep the coverage you-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you had previously.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, you can take off any coverage that you want, but you can't add anything. I have you for-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... MEC standalone, which is preventive health, dental, vision, VIP Classic, which is your medical and then the behavioral health.

Speaker speaker_1: Okay. Yeah. That'll-

Speaker speaker_0: Do you want to keep those coverage?

Speaker speaker_1: ... sound perfect. Yes, ma'am.

Speaker speaker_0: Okay. Let's, so the Classic, Classic, Dental, Vision, preventive health and behavioral health. So your weekly deductions are gonna be of \$41.25.

Speaker speaker_1: All righty.

Speaker speaker_0: Um, actually, I'm sorry, \$39.10.

Speaker speaker_1: Okay.

Speaker speaker_0: It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active and then later that week you receive your dental, vision and preventative health card in the mail, and your medical will go to your email.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Um, would there be any way for me to, uh, use my benefits online today through the portal?

Speaker speaker_0: No ma'am. You would have to wait the one to two weeks for the deductions to start.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No, it's called... Have a great day.

Speaker speaker_1: You too. Bye-bye.