

Transcript: Pearl

Rojas-5079981912145920-6316391025524736

Full Transcript

Good morning. Thanks for calling Benefits in a Card. My name is Pearl, who may we please speak you with? My name is Franklin Sheets. And how can I assist you? Say that again, ma'am. And how can I assist you? Okay. Uh, basically I'm paying for the insurance through my workplace and, um, I have no information or insurance cards or anything and I have to go to the ER, um, having some issues and I need to find out if I have insurance with you all. Okay. What's the name of the staffing agency you work for? Say that again? I'm on... It's... Bad connection. The name of the staffing agency you work for. Uh, medical insurance. The name of the staffing agency you work for. Oh, I work for, uh, WorkFocus through Florence. WorkFocus? Uh, work, yeah, I think it's called WorkFor... Focus. That's what it says on the sign. But it's through, uh, Florence Corporation. I don't have a staffing agency with that name. Uh, well, could you find me with, uh, through my social? No, I would need the name of the staffing agency. The staffing, it's, uh, Focus. WorkFocus. Uh, we- WorkFocus? Yeah, WorkFocus. You mean Focus Workforce? Yes. Okay. What are the last four digits of your social? 8864. Maybe you can verify your address and date of birth for me? Uh, my address, um, it's new. I don't have it memorized. Let me pull my wallet out. My date of birth is 12/13/74. Okay. Send me your address whenever you're ready. Okay. My address is 416 South 4th Street, Manhattan, Kansas. Okay. And your phone number is 417-991-7911? Yes. And email address. And I have a new... Your phone number has changed, though. Okay. Okay, what's that phone number? Okay. Give me one second to pull that up. Um, 785-419... I'm sorry, 491-9558. Okay. Your email address is drew8864@dcom? Yes, ma'am. All right. So taking a look here, you are enrolled in a couple different plans here. You're enrolled in INGROUP Accident, Dental, Short Term Disability, Critical Illness, Vision, Identity Theft Protection, Behavioral Health, Preventative Health with TeleHealth Services and free Rx included, and you're enrolled with the VIP Standard which is your medical with Virtual Primary Care. Okay. You just came active today. So we don't have- I g... Okay. Okay, just active today. Yes. So we don't have any cards that we can send you or any policy information. Okay. You can give us a call back about Wednesday, Thursday. There should be at least policy information that we can give you. Um, if not, your virtual card should be ready too. Okay. But at the moment you just became active so we don't have information to give. Okay. So what... Um, I should tell them I do have insurance? I just ... medical, you can let them know that your medical is through American Public Life and I can give you their phone number that you can give them. Give me one second. Or you can give them our phone number. Okay, I'll give you, your number is easier. Yep. And we can provide, we can confirm add... uh, cov... uh, coverage for you. Okay. 'Cause I have to go to the ER today because I think my blood pressure's going through the roof. Mm-hmm. So... Um, but yeah, thank you so much. I just wanted to make sure I had coverage. No problem. Is there anything I can assist you with today? That's it.

Thank you very much. Thank you so much for calling. You have a great day. All right.
Bye-bye.

Conversation Format

Speaker speaker_0: Good morning. Thanks for calling Benefits in a Card. My name is Pearl, who may we please speak you with?

Speaker speaker_1: My name is Franklin Sheets.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Say that again, ma'am.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Okay. Uh, basically I'm paying for the insurance through my workplace and, um, I have no information or insurance cards or anything and I have to go to the ER, um, having some issues and I need to find out if I have insurance with you all.

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

Speaker speaker_1: Say that again? I'm on... It's... Bad connection.

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

Speaker speaker_1: Uh, medical insurance.

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

Speaker speaker_1: Oh, I work for, uh, WorkFocus through Florence.

Speaker speaker_0: WorkFocus?

Speaker speaker_1: Uh, work, yeah, I think it's called WorkFor... Focus. That's what it says on the sign. But it's through, uh, Florence Corporation.

Speaker speaker_0: I don't have a staffing agency with that name.

Speaker speaker_1: Uh, well, could you find me with, uh, through my social?

Speaker speaker_0: No, I would need the name of the staffing agency.

Speaker speaker_1: The staffing, it's, uh, Focus. WorkFocus. Uh, we-

Speaker speaker_0: WorkFocus?

Speaker speaker_1: Yeah, WorkFocus.

Speaker speaker_0: You mean Focus Workforce?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What are the last four digits of your social?

Speaker speaker_1: 8864.

Speaker speaker_0: Maybe you can verify your address and date of birth for me?

Speaker speaker_1: Uh, my address, um, it's new. I don't have it memorized. Let me pull my wallet out. My date of birth is 12/13/74.

Speaker speaker_0: Okay. Send me your address whenever you're ready.

Speaker speaker_1: Okay. My address is 416 South 4th Street, Manhattan, Kansas.

Speaker speaker_0: Okay. And your phone number is 417-991-7911?

Speaker speaker_1: Yes.

Speaker speaker_0: And email address.

Speaker speaker_1: And I have a new... Your phone number has changed, though.

Speaker speaker_0: Okay. Okay, what's that phone number?

Speaker speaker_1: Okay. Give me one second to pull that up. Um, 785-419... I'm sorry, 491-9558.

Speaker speaker_0: Okay. Your email address is drew8864@com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So taking a look here, you are enrolled in a couple different plans here. You're enrolled in INGROUP Accident, Dental, Short Term Disability, Critical Illness, Vision, Identity Theft Protection, Behavioral Health, Preventative Health with TeleHealth Services and free Rx included, and you're enrolled with the VIP Standard which is your medical with Virtual Primary Care.

Speaker speaker_1: Okay.

Speaker speaker_0: You just came active today. So we don't have-

Speaker speaker_1: I g... Okay. Okay, just active today.

Speaker speaker_0: Yes. So we don't have any cards that we can send you or any policy information.

Speaker speaker_1: Okay.

Speaker speaker_0: You can give us a call back about Wednesday, Thursday. There should be at least policy information that we can give you. Um, if not, your virtual card should be ready too.

Speaker speaker_1: Okay.

Speaker speaker_0: But at the moment you just became active so we don't have information to give.

Speaker speaker_1: Okay. So what... Um, I should tell them I do have insurance? I just

Speaker speaker_2: ... medical, you can let them know that your medical is through American Public Life and I can give you their phone number that you can give them.

Speaker speaker_1: Give me one second.

Speaker speaker_0: Or you can give them our phone number.

Speaker speaker_1: Okay, I'll give you, your number is easier.

Speaker speaker_0: Yep. And we can provide, we can confirm add... uh, cov... uh, coverage for you.

Speaker speaker_1: Okay. 'Cause I have to go to the ER today because I think my blood pressure's going through the roof.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So... Um, but yeah, thank you so much. I just wanted to make sure I had coverage.

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

Speaker speaker_1: That's it. Thank you very much.

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

Speaker speaker_1: All right. Bye-bye.