

Transcript: Pearl

Rojas-5088980029063168-4542561857748992

Full Transcript

Good morning. Thank you for calling Benefit Data Card. My name is Pearl. Who can I place your speaking with? Good morning. This is Sally Blevins, and I need to get some information. I'm in the ER currently. Okay. What's the name of the staffing agency you work for? WSI. And is that Workforce Strategies or WorkSmart? I think it's WorkSmart. All right. And the last four digits of your Social? 4359. All right. Bear with me. Yeah, repeat your name for me? Sally, S-A-L-L-Y. Blevins, B as in bear, L-E-V as in victory, I-N-S. I don't have an account with your name on it. How long have you worked- worked with WorkSource? It might be WorkSource. I always just... WSI. I've never paid attention to the full name. I didn't know..... that. Workforce Strategies. Okay. Thank you. And do you know your address and date of birth? I'm sorry? Your address and date of birth? Sorry. 64198 84th Avenue, Hartford, Michigan 72572. And that be part of- Do you need the... Oh, 269- Hold on. Let me... I just said did you want the area... or not the area code, but the ZIP code? Oh, you're fine. No worries. Okay. 269- How about 981- 447-8455. Sorry, I'm jumping around like a crazy person. No, you're fine. You're fine. I have your email address as sallyblevins25@gmail.com? Yes. Okay. Your coverage just became active this Monday. I'm gonna need a copy of your medical card. I don't have that as of yet. I would like it sent to me if it could be, please. Yep. Let me take a moment to see if it is ready to be downloaded virtually and I can get it sent to you, um- Oh, that would be great. So it's 11111111, your code, hit one. Okay. Okay. Uh-huh. Hm. Doesn't look like any cards are ready at the moment. They're not uploaded to the portal. Um, let me get you over to the insurance carrier. Maybe they'll be able to see an account in their system instead of us... instead of trying to look through the portal. Okay. Um, what number did you need? The subscriber ID number. Do you have the subscriber ID number? Um, no. Your card doesn't pop any at all. Let me get you over to them and they should be able to give you some information, okay? Thank you so much. No problem. Thank you so much for calling me. You have a great day. You too. Yeah, if worse comes to worst, you can always bring it back up here when it pops up if it doesn't show.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefit Data Card. My name is Pearl. Who can I place your speaking with?

Speaker speaker_1: Good morning. This is Sally Blevins, and I need to get some information. I'm in the ER currently.

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

Speaker speaker_1: WSI.

Speaker speaker_0: And is that Workforce Strategies or WorkSmart?

Speaker speaker_1: I think it's WorkSmart.

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

Speaker speaker_1: 4359.

Speaker speaker_0: All right. Bear with me. Yeah, repeat your name for me?

Speaker speaker_1: Sally, S-A-L-L-Y. Blevins, B as in bear, L-E-V as in victory, I-N-S.

Speaker speaker_0: I don't have an account with your name on it. How long have you worked-worked with WorkSource?

Speaker speaker_1: It might be WorkSource. I always just... WSI. I've never paid attention to the full name.

Speaker speaker_0: I didn't know..... that. Workforce Strategies.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: And do you know your address and date of birth?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Your address and date of birth? Sorry.

Speaker speaker_1: 64198 84th Avenue, Hartford, Michigan 72572.

Speaker speaker_0: And that be part of-

Speaker speaker_1: Do you need the... Oh, 269-

Speaker speaker_0: Hold on. Let me...

Speaker speaker_1: I just said did you want the area... or not the area code, but the ZIP code?

Speaker speaker_0: Oh, you're fine. No worries.

Speaker speaker_1: Okay.

Speaker speaker_0: 269- How about 981-

Speaker speaker_1: 447-8455. Sorry, I'm jumping around like a crazy person.

Speaker speaker_0: No, you're fine. You're fine. I have your email address as sallyblevins25@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Your coverage just became active this Monday. I'm gonna need a copy of your medical card.

Speaker speaker_1: I don't have that as of yet. I would like it sent to me if it could be, please.

Speaker speaker_0: Yep. Let me take a moment to see if it is ready to be downloaded virtually and I can get it sent to you, um-

Speaker speaker_1: Oh, that would be great.

Speaker speaker_2: So it's 11111111, your code, hit one.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Uh-huh. Hm. Doesn't look like any cards are ready at the moment. They're not uploaded to the portal. Um, let me get you over to the insurance carrier. Maybe they'll be able to see an account in their system instead of us... instead of trying to look through the portal.

Speaker speaker_1: Okay. Um, what number did you need?

Speaker speaker_2: The subscriber ID number.

Speaker speaker_1: Do you have the subscriber ID number?

Speaker speaker_0: Um, no. Your card doesn't pop any at all. Let me get you over to them and they should be able to give you some information, okay?

Speaker speaker_1: Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling me. You have a great day.

Speaker speaker_1: You too. Yeah, if worse comes to worst, you can always bring it back up here when it pops up if it doesn't show.