

## Transcript: Pearl

**Rojas-5152933020483584-5981764400758784**

### Full Transcript

Hi, good morning. Thank you for calling Benefits on a Card. My name is Pearl, and who does have the pleasure of speaking with? Hello, my name is ... Ross Rose, right? How can I assist you? Hello? Hello? Yes, how can I help you? Yeah, I have a problem that, uh, my... from your admin- uh, office, I have got a letter that, uh, uh... A 95 form. Uh, oh, uh, 109, n- 1095, uh, form. That's, uh, em- employer provided health insurance offer and coverage, uh, form I have got, uh. And what is this? Um, okay, so you said you received a form? It's... you said 109? Five. Five. Right. What's the name of the staff agency you work for? Sorry? What's the name of the staff agency you work for? Partner. Oh, yeah. Uh, Personal Partner. Okay, so Partners Personnel, that is just an estimate of what you would have paid if you would have enrolled in benefits. Um, it's not saying that you did have coverage or, or that you were taking... coverage w- uh, deductions were taken from you. It w- it's just an estimate of what you would pay if you did enroll with a basic plan for healthcare. And, uh, I have the... uh, I have the, uh, I'm not understanding, uh, this, uh, n- uh, uh, since, uh, since the last, uh, 2024, month of April is, uh, cutting 174 rupees, euro, uh, to, uh, December, uh, 2024. Is it? It's, it's not that you... that money was taken from you. It's an estimate of what it... what would have if you would have enrolled. Uh, so, so, but actually, ma'am, uh, I don't, I don't need of, uh, this health insurance, uh, offer and coverage right now. So, yeah, please, uh, I want to... I want to, uh, tell you, uh, to stop it, uh, or close it, uh. Okay, ma'am? What are the... What are the last... What are the last four digits of your Social? Uh, pardon? So sorry. What are the last four digits of your Social? Uh, uh, uh, uh, 0659. 0659. Okay, give me one moment. What is your address and date of birth? Address, date of birth. Address? Address is, uh, 105... 105 Glenwood Circle, Tallmadge, Ohio. Okay, and your date of birth, your birthday? Uh, 1st April, 1961. Okay, do I have your phone number as 615-828-0544? What number? What is that number? Your phone number, 615-828-0544. Are you talking like a phone number or what is ma'am? Hello? Your, your phone number. Is that your phone number? Yeah. Uh, phone number is not connecting. Phone number is... 431-26-... Okay, looking at your account, you don't have coverage right now. There's nothing to cancel. Okay. That is, it's not any enrolled, right? Just- Correct. Uh, come like, uh, he's given just like, uh, from the April, uh, April, like, \$170, 74.51 dollar like that. And he's given like an, uh, employer provided health insurance offer and coverage. Then he could only offer this. They didn't take any payments from the, uh, his side. So, there were no deductions made. That paper is just an estimate if you... if you wanted the coverage, that's about what you would have paid, but it was not deducted. They're not showing it. Okay. Oh, okay. So, the coverage, ma'am, if enrolled this and I... if I pay 174, so what is the difference? Like, uh, how much copay and pharmacy and, uh, doctor visit like that? I'm sorry, you're breaking up. What was that? Oh, okay. If I enroll this one and when I pay \$174 every, it is every month or every week? Uh, that- It is every month, yeah. Every month. Yeah, that price

is showing up, up it would be a month, but the deductions are every week, are weekly when you do enroll. Oh, okay. So, it is cover like a doctor visit and pharmacy everything? Yes. Oh, okay. All right. So that means, uh, it is just only for the offer. That it need not been paid or anything. Okay, thank you, ma'am. Thank you very much. Bye. No problem. Have a great day. Wonderful. So, you know, ma'am, like, if I enroll this only, so if I go doctor visit and how much I pay like copay and pharmacy, how much we pay copay for pharmacy, you know that, ma'am? So, it depends on what plan you choose. Some plan... one plan has copays, um, and then the other... there's other medical plans that don't have copays or deductibles. It just depends on what plan you, you choose to enroll in. Oh, okay. Okay. All right. Thank you, ma'am. Thank you. Yep, have a great day. Uh, thank you.

## Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits on a Card. My name is Pearl, and who does have the pleasure of speaking with?

Speaker speaker\_1: Hello, my name is ... Ross Rose, right?

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Hello? Hello?

Speaker speaker\_0: Yes, how can I help you?

Speaker speaker\_1: Yeah, I have a problem that, uh, my... from your admin- uh, office, I have got a letter that, uh, uh...

Speaker speaker\_2: A 95 form.

Speaker speaker\_1: Uh, oh, uh, 109, n- 1095, uh, form. That's, uh, em- employer provided health insurance offer and coverage, uh, form I have got, uh. And what is this?

Speaker speaker\_0: Um, okay, so you said you received a form? It's... you said 109?

Speaker speaker\_1: Five.

Speaker speaker\_0: Five. Right. What's the name of the staff agency you work for?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: What's the name of the staff agency you work for?

Speaker speaker\_2: Partner.

Speaker speaker\_1: Oh, yeah. Uh, Personal Partner.

Speaker speaker\_0: Okay, so Partners Personnel, that is just an estimate of what you would have paid if you would have enrolled in benefits. Um, it's not saying that you did have coverage or, or that you were taking... coverage w- uh, deductions were taken from you. It w- it's just an estimate of what you would pay if you did enroll with a basic plan for healthcare.

Speaker speaker\_1: And, uh, I have the... uh, I have the, uh, I'm not understanding, uh, this, uh, n- uh, uh, since, uh, since the last, uh, 2024, month of April is, uh, cutting 174 rupees, euro, uh, to, uh, December, uh, 2024. Is it?

Speaker speaker\_0: It's, it's not that you... that money was taken from you. It's an estimate of what it... what would have if you would have enrolled.

Speaker speaker\_1: Uh, so, so, but actually, ma'am, uh, I don't, I don't need of, uh, this health insurance, uh, offer and coverage right now. So, yeah, please, uh, I want to... I want to, uh, tell you, uh, to stop it, uh, or close it, uh. Okay, ma'am?

Speaker speaker\_0: What are the... What are the last... What are the last four digits of your Social?

Speaker speaker\_1: Uh, pardon?

Speaker speaker\_2: So sorry.

Speaker speaker\_0: What are the last four digits of your Social?

Speaker speaker\_2: Uh, uh, uh, uh, 0659.

Speaker speaker\_1: 0659.

Speaker speaker\_0: Okay, give me one moment. What is your address and date of birth?

Speaker speaker\_2: Address, date of birth.

Speaker speaker\_1: Address? Address is, uh, 105... 105 Glenwood Circle, Tallmadge, Ohio.

Speaker speaker\_0: Okay, and your date of birth, your birthday?

Speaker speaker\_1: Uh, 1st April, 1961.

Speaker speaker\_0: Okay, do I have your phone number as 615-828-0544?

Speaker speaker\_2: What number?

Speaker speaker\_1: What is that number?

Speaker speaker\_0: Your phone number, 615-828-0544.

Speaker speaker\_2: Are you talking like a phone number or what is ma'am? Hello?

Speaker speaker\_0: Your, your phone number. Is that your phone number?

Speaker speaker\_2: Yeah. Uh, phone number is not connecting.

Speaker speaker\_1: Phone number is... 431-26-...

Speaker speaker\_0: Okay, looking at your account, you don't have coverage right now. There's nothing to cancel.

Speaker speaker\_2: Okay. That is, it's not any enrolled, right? Just-

Speaker speaker\_0: Correct.

Speaker speaker\_2: Uh, come like, uh, he's given just like, uh, from the April, uh, April, like, \$170, 74.51 dollar like that. And he's given like an, uh, employer provided health insurance offer and coverage. Then he could only offer this. They didn't take any payments from the, uh, his side.

Speaker speaker\_0: So, there were no deductions made. That paper is just an estimate if you... if you wanted the coverage, that's about what you would have paid, but it was not deducted. They're not showing it.

Speaker speaker\_2: Okay. Oh, okay. So, the coverage, ma'am, if enrolled this and I... if I pay 174, so what is the difference? Like, uh, how much copay and pharmacy and, uh, doctor visit like that?

Speaker speaker\_0: I'm sorry, you're breaking up. What was that?

Speaker speaker\_2: Oh, okay. If I enroll this one and when I pay \$174 every, it is every month or every week?

Speaker speaker\_0: Uh, that-

Speaker speaker\_2: It is every month, yeah. Every month.

Speaker speaker\_0: Yeah, that price is showing up, up it would be a month, but the deductions are every week, are weekly when you do enroll.

Speaker speaker\_2: Oh, okay. So, it is cover like a doctor visit and pharmacy everything?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Oh, okay. All right. So that means, uh, it is just only for the offer. That it need not been paid or anything. Okay, thank you, ma'am. Thank you very much. Bye.

Speaker speaker\_0: No problem. Have a great day.

Speaker speaker\_2: Wonderful.

Speaker speaker\_1: So, you know, ma'am, like, if I enroll this only, so if I go doctor visit and how much I pay like copay and pharmacy, how much we pay copay for pharmacy, you know that, ma'am?

Speaker speaker\_0: So, it depends on what plan you choose. Some plan... one plan has copays, um, and then the other... there's other medical plans that don't have copays or deductibles. It just depends on what plan you, you choose to enroll in.

Speaker speaker\_2: Oh, okay. Okay. All right. Thank you, ma'am. Thank you.

Speaker speaker\_0: Yep, have a great day.

Speaker speaker\_2: Uh, thank you.