

Transcript: Pearl

Rojas-5257413349916672-5442015876136960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lutel. This question you're speaking with? Uh, I'm Shanita Wright. And how can I assist you? Um, actually I was, um, calling... I received, um, my benefits card, my Surge card, and I was just wanted to see if it was active. Okay. Well, and you said that was with Surge? Yeah. And what are the last four digits of your social? Um, 383-92-8556. Just the last four. You said 8996? Oh, 855... 8556, I'm sorry. All right. Then let's look here. And can you verify your address and date of birth? Um, 8/10/1979. 2794 O-C-M-U-L-G-E-E, County Road, Salem, Alabama. All righty. And I have your phone number as 313-626-3063? Um, actually, I have... Yes, that's... I have a new number, though. Okay, what is your phone number? Um, 334-876-6908. All righty. And I have your email address as nanitawright162@gmail.com? Yes. All righty. So yes, your coverage is active currently. Um, you're in the Pre-Red and Health Plan with TeleRx Services... uh, Telehealth Services and PreRx Built-In. Okay. So, basically, I can go to the, uh, emergency room a- and the ER with no co-payment with this card? No, that plan is only preventive health services, um, which is, you know, uh, your annual physicals, some ITB screenings, some cancer screenings, diabetes, blood pressure, those kinds of screenings. Um, you can't go to the doctor or ER. You can see, um, a doctor via TeleHealth, um, through the webcam, but you can't go to the doctor or ER. It doesn't cover that. Hmm. Oh, wow. I need to go... all right then. So, I'll have to do it over the phone, is what you're saying? Mm-hmm. Hmm. All right then. You actually answered all my questions. I'm just trying to see how it worked. No problem with it. Okay. Yeah, I guess that's it then. All right. Thank you so much for calling United Way Day. You too. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lutel. This question you're speaking with?

Speaker speaker_2: Uh, I'm Shanita Wright.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, actually I was, um, calling... I received, um, my benefits card, my Surge card, and I was just wanted to see if it was active.

Speaker speaker_1: Okay. Well, and you said that was with Surge?

Speaker speaker_2: Yeah.

Speaker speaker_1: And what are the last four digits of your social?

Speaker speaker_2: Um, 383-92-8556.

Speaker speaker_1: Just the last four. You said 8996?

Speaker speaker_2: Oh, 855... 8556, I'm sorry.

Speaker speaker_1: All right. Then let's look here. And can you verify your address and date of birth?

Speaker speaker_2: Um, 8/10/1979. 2794 O-C-M-U-L-G-E-E, County Road, Salem, Alabama.

Speaker speaker_1: All righty. And I have your phone number as 313-626-3063?

Speaker speaker_2: Um, actually, I have... Yes, that's... I have a new number, though.

Speaker speaker_1: Okay, what is your phone number?

Speaker speaker_2: Um, 334-876-6908.

Speaker speaker_1: All righty. And I have your email address as nanitawright162@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. So yes, your coverage is active currently. Um, you're in the Pre-Red and Health Plan with TeleRx Services... uh, Telehealth Services and PreRx Built-In.

Speaker speaker_2: Okay. So, basically, I can go to the, uh, emergency room a- and the ER with no co-payment with this card?

Speaker speaker_1: No, that plan is only preventive health services, um, which is, you know, uh, your annual physicals, some ITB screenings, some cancer screenings, diabetes, blood pressure, those kinds of screenings. Um, you can't go to the doctor or ER. You can see, um, a doctor via TeleHealth, um, through the webcam, but you can't go to the doctor or ER. It doesn't cover that.

Speaker speaker_2: Hmm. Oh, wow. I need to go... all right then. So, I'll have to do it over the phone, is what you're saying?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Hmm. All right then. You actually answered all my questions. I'm just trying to see how it worked.

Speaker speaker_1: No problem with it.

Speaker speaker_2: Okay. Yeah, I guess that's it then.

Speaker speaker_1: All right. Thank you so much for calling United Way Day.

Speaker speaker_2: You too. Thank you.