

## **Transcript: Pearl**

**Rojas-5270501468356608-5796857025347584**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. ... pleasure speaking. Hey, how you doing? I'm Joe Roscoe. And how can I assist you? Yes, I'm trying to pick up a, um, prescription and they trying to run it through the insurance, um, with y'all, and it's saying that it's not active. I'm trying to check the status of that. Okay, what's the name of the... Okay, what's the name of the staff agency you work for? Megaforce. And the last four digits of your social? 9813. All righty, and if you can confirm your address and date of birth for me? Um, 572 Weston Road, Grindson, North Carolina, 27837. Date of birth, December 3rd, 1987. Okay, and I have your phone number as 252-702-6516? Yes. And I have your email address as Y-U-S-E-F roscoe@gmail.com? Yes. All righty. So I don't have an enrollment for you. Do you remember when you enrolled or how? Um, I thought I enrolled at the beginning, um, when I got hired on with Megaforce. No, I'm not showing any enrollment forms or, um, actually give me one moment. Let me see here. Okay, bear with me one moment. I'm gonna place you on a brief hold. All right. Thank you so much for holding, Mr. Roscoe. And did you ever stop working for, um, Megaforce at any time or change assignments that took longer than before to start again? Um, I was out, um, I was laid off by then for about a month and a half. Okay. So with that, with you stopping, stop hap- that month and a half, there was no way for the deductions to come out, so your coverage essentially canceled itself out. If you'd like, I can reinstate your coverage. Um, actually, your comp- right now it's open en- in open enrollment, so we can enroll you in, in any plans you'd like, or I can reinstate the coverage that you previously had. However you prefer. Um, can I call back, um, at the moment, um, after I get this situated in with my, um, m- my prescription I have to pick up? Of course. We're here Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time. All right, thank you. No problem, buddy. All right.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. ... pleasure speaking.

Speaker speaker\_2: Hey, how you doing? I'm Joe Roscoe.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Yes, I'm trying to pick up a, um, prescription and they trying to run it through the insurance, um, with y'all, and it's saying that it's not active. I'm trying to check the status of that.

Speaker speaker\_1: Okay, what's the name of the... Okay, what's the name of the staff agency you work for?

Speaker speaker\_2: Megaforce.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 9813.

Speaker speaker\_1: All righty, and if you can confirm your address and date of birth for me?

Speaker speaker\_2: Um, 572 Weston Road, Grindson, North Carolina, 27837. Date of birth, December 3rd, 1987.

Speaker speaker\_1: Okay, and I have your phone number as 252-702-6516?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And I have your email address as Y-U-S-E-F roscoe@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All righty. So I don't have an enrollment for you. Do you remember when you enrolled or how?

Speaker speaker\_2: Um, I thought I enrolled at the beginning, um, when I got hired on with Megaforce.

Speaker speaker\_1: No, I'm not showing any enrollment forms or, um, actually give me one moment. Let me see here. Okay, bear with me one moment. I'm gonna place you on a brief hold.

Speaker speaker\_2: All right.

Speaker speaker\_1: Thank you so much for holding, Mr. Roscoe. And did you ever stop working for, um, Megaforce at any time or change assignments that took longer than before to start again?

Speaker speaker\_2: Um, I was out, um, I was laid off by then for about a month and a half.

Speaker speaker\_1: Okay. So with that, with you stopping, stop hap- that month and a half, there was no way for the deductions to come out, so your coverage essentially canceled itself out. If you'd like, I can reinstate your coverage. Um, actually, your comp- right now it's open en- in open enrollment, so we can enroll you in, in any plans you'd like, or I can reinstate the coverage that you previously had. However you prefer.

Speaker speaker\_2: Um, can I call back, um, at the moment, um, after I get this situated in with my, um, m- my prescription I have to pick up?

Speaker speaker\_1: Of course. We're here Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: No problem, buddy.

Speaker speaker\_2: All right.