

## **Transcript: Pearl**

**Rojas-5308876043370496-5945766794805248**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who know who else you're speaking with? Faisal Rayyan. And how can I assist you? I'm trying to... Okay, so I have a, uh, surgery scheduled and the hospital called me and said my plan only cover wellness, doesn't cover surgery. So I'm trying to see if we, if we can update my plan to cover surgery. Okay. What's the name of the staff agency you work for? Uh, PGF. Okay. And the last four digits of your social? 8361. Repeat your name for me. F-A-I-S-A-L, Faisal. Rayyan, R-A-Y-Y-A-N. Okay, and if you can confirm your address and date of birth. Address, 1107 East Davids Road, Dayton, Ohio 45429. August 18, 1995. Okay. And I have your phone number at 707-9049? Yes. And I have your email address as faisalrayyan07@gmail.com? Yes. All righty. So there's only... So the plan that you are in is only preventive health. Um, and unfortunately, there's only two time frames when you can enroll in coverage. The first time frame r- is within 30 days of receiving your first paycheck, which for you has passed, and during company open enrollment. Um, so unless you've lost coverage elsewhere involuntarily, um, had a chi- adopted a child, ha- uh, had birth of a child, divorce, marriage, something like that, you're unable to add any plans. Okay. So you're saying we can't add one right now till next enrollment? Correct. Do you have an idea when the, the next one? Of course, you 911 would know to tell you. It's about the, about mid-August. Okay. Is there anything else I can assist you with? Uh, no, that, uh, that was it. Thank you. Thank you so much for calling. You have a great day. Bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who know who else you're speaking with?

Speaker speaker\_1: Faisal Rayyan.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I'm trying to... Okay, so I have a, uh, surgery scheduled and the hospital called me and said my plan only cover wellness, doesn't cover surgery. So I'm trying to see if we, if we can update my plan to cover surgery.

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

Speaker speaker\_1: Uh, PGF.

Speaker speaker\_0: Okay. And the last four digits of your social?

Speaker speaker\_1: 8361.

Speaker speaker\_0: Repeat your name for me.

Speaker speaker\_1: F-A-I-S-A-L, Faisal. Rayyan, R-A-Y-Y-A-N.

Speaker speaker\_0: Okay, and if you can confirm your address and date of birth.

Speaker speaker\_1: Address, 1107 East Davids Road, Dayton, Ohio 45429. August 18, 1995.

Speaker speaker\_0: Okay. And I have your phone number at 707-9049?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as faisalrayyan07@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. So there's only... So the plan that you are in is only preventive health. Um, and unfortunately, there's only two time frames when you can enroll in coverage. The first time frame r- is within 30 days of receiving your first paycheck, which for you has passed, and during company open enrollment. Um, so unless you've lost coverage elsewhere involuntarily, um, had a chi- adopted a child, ha- uh, had birth of a child, divorce, marriage, something like that, you're unable to add any plans.

Speaker speaker\_1: Okay. So you're saying we can't add one right now till next enrollment?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Do you have an idea when the, the next one?

Speaker speaker\_0: Of course, you 911 would know to tell you. It's about the, about mid-August.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything else I can assist you with?

Speaker speaker\_1: Uh, no, that, uh, that was it. Thank you.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: Bye.