

## Transcript: Pearl

**Rojas-5332620680413184-6420253317840896**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in the Card. My name is Pearl ... You're speaking with. Uh, yes, ma'am. My name is Daniel. I'm saying L-A-T-H-A-N-G-E. Birthdate 4/3/71. Uh, street address is 2878 ... Please give me one second- ... Crogan Street. ... I'm sorry. Sure. Uh, nope. Sorry. We need, um... First, I need the name of the staffing agency you're looking for, you're working for. T- Yeah, sorry. TRC. And the last four digits of your Social? 3527. Okay, and then you ... Okay, now you can go ahead and confirm your address. And you said your date of birth- Right. ... is? 4/3/71. Okay. Go ahead with the address. And the address, address is 287 East Crogan, C-R-O-G-A-N, Street, Lawrenceville, Georgia 30046. Apartment number is 1222. Okay. And I have your phone number as 678-497-7341? Yeah. 678-497-7341, yes. And I have you emailed as, as your last... Your first name, your last name at gmail.com? Right. And how can I assist you? I just need a little more, um, um, explanation on my end, please. Um, I'm confused. Um, I'm trying to make an appointment tomorrow with a dermatologist. Um, they... I called earlier, y'all, and it says that I am covered for this week. However, I gotta read a- reach out to the individual insurance company. They haven't been able to get to 'em, um, make the phone call, hurry back from, or whatever. Um, Benefits in Card, I think is multi-plan. Um, but they're... They said they'd call me back tomorrow, the dermatologist, um, in the morning. What, what is y'all's function in this thing again? I mean, I pay weekly. What do y'all do for the comp- uh, for TRC? Is y'all like... How does it all work? I'm confused. We are the healthcare administrators, so we take care of enrollment calculations, changes. Um, we verify coverage to a certain extent. Um, that kind of thing. If you're needing to speak with somebody about your dermatology visit, you would have to call the insurance company. And the insurance company that I believe would ha- would deal with something like that is, um, your medical, which is American Public Life. Um... Okay. Yes, sir. And y'all are... What, what is y'all's... What are y'all... Are you, you the brokers, or what are y'all, again? We're the healthcare administrators. Healthcare administrator. Okay, thank you. All right. Um, well, y- Ameri... Do you have the number for American Health or whatever? American Public Life. Yes, sir. Great. And, um, all right. Would that be possibly the number the dermatologist would have to call to verify the, um, coverage? Yes, sir. Okay. But I gave him that card, so it should be on the card, right? I don't see a number on the card though. ... on the card. I believe it should be on the card. It should end in, um, 8606. I'm looking for it. 8606. All right. Yeah, just give me that number again, please, and I'll call back the dermatologist and say that's the number that they need to reach out to you. All right. It's 800- I'm sorry? 800- 800. Okay. 256- 256... 8606. 8606. Okay. That again is 800-256-8606. And that's American... What is it? American what? Public Life. Public Life. Okay. Thank you so much, ma'am. Have a great day. You as well. Take care. Bye-bye.

## 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 the Card. My name is Pearl ... You're speaking with.

Speaker speaker\_2: Uh, yes, ma'am. My name is Daniel. I'm saying L-A-T-H-A-N-G-E. Birthdate 4/3/71. Uh, street address is 2878 ...

Speaker speaker\_1: Please give me one second-

Speaker speaker\_2: ... Crogan Street.

Speaker speaker\_1: ... I'm sorry.

Speaker speaker\_2: Sure.

Speaker speaker\_1: Uh, nope.

Speaker speaker\_2: Sorry.

Speaker speaker\_1: We need, um... First, I need the name of the staffing agency you're looking for, you're working for.

Speaker speaker\_2: T- Yeah, sorry. TRC.

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

Speaker speaker\_2: 3527.

Speaker speaker\_1: Okay, and then you ... Okay, now you can go ahead and confirm your address. And you said your date of birth-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... is?

Speaker speaker\_2: 4/3/71.

Speaker speaker\_1: Okay. Go ahead with the address.

Speaker speaker\_2: And the address, address is 287 East Crogan, C-R-O-G-A-N, Street, Lawrenceville, Georgia 30046. Apartment number is 1222.

Speaker speaker\_1: Okay. And I have your phone number as 678-497-7341?

Speaker speaker\_2: Yeah. 678-497-7341, yes.

Speaker speaker\_1: And I have you emailed as, as your last... Your first name, your last name at gmail.com?

Speaker speaker\_2: Right.

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

Speaker speaker\_2: I just need a little more, um, um, explanation on my end, please. Um, I'm confused. Um, I'm trying to make an appointment tomorrow with a dermatologist. Um, they... I called earlier, y'all, and it says that I am covered for this week. However, I gotta read a- reach out to the individual insurance company. They haven't been able to get to 'em, um, make the phone call, hurry back from, or whatever. Um, Benefits in Card, I think is multi-plan. Um, but they're... They said they'd call me back tomorrow, the dermatologist, um, in the morning. What, what is y'all's function in this thing again? I mean, I pay weekly. What do y'all do for the comp- uh, for TRC? Is y'all like... How does it all work? I'm confused.

Speaker speaker\_1: We are the healthcare administrators, so we take care of enrollment calculations, changes. Um, we verify coverage to a certain extent. Um, that kind of thing. If you're needing to speak with somebody about your dermatology visit, you would have to call the insurance company. And the insurance company that I believe would ha- would deal with something like that is, um, your medical, which is American Public Life. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: And y'all are... What, what is y'all's... What are y'all... Are you, you the brokers, or what are y'all, again?

Speaker speaker\_1: We're the healthcare administrators.

Speaker speaker\_2: Healthcare administrator. Okay, thank you. All right. Um, well, y- Ameri... Do you have the number for American Health or whatever?

Speaker speaker\_1: American Public Life. Yes, sir.

Speaker speaker\_2: Great. And, um, all right. Would that be possibly the number the dermatologist would have to call to verify the, um, coverage?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. But I gave him that card, so it should be on the card, right? I don't see a number on the card though. ... on the card.

Speaker speaker\_1: I believe it should be on the card. It should end in, um, 8606.

Speaker speaker\_2: I'm looking for it. 8606. All right. Yeah, just give me that number again, please, and I'll call back the dermatologist and say that's the number that they need to reach out to you.

Speaker speaker\_1: All right. It's 800-

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: 800-

Speaker speaker\_2: 800. Okay.

Speaker speaker\_1: 256-

Speaker speaker\_2: 256...

Speaker speaker\_1: 8606.

Speaker speaker\_2: 8606. Okay. That again is 800-256-8606. And that's American... What is it? American what?

Speaker speaker\_1: Public Life.

Speaker speaker\_2: Public Life. Okay. Thank you so much, ma'am. Have a great day.

Speaker speaker\_1: You as well.

Speaker speaker\_2: Take care. Bye-bye.