

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ... speaking with? Elizabeth Sousa. How can I assist you? Okay. So, I'm calling to make sure that, um, my benefits and everything, um, is still going, my card is still not valid. Okay. What's the name of the staffing agency you work for? I'm sorry, could you say that again? The name of the staffing agency you work for. MAU. And the last four digits of your social? 5405. And if you can verify your address and date of birth. 189 Weehackie Creek Road, LaGrange, Georgia 30240 and my birthday is 6-3-98. Okay. And your phone number is 706-413... 871? Yes. Can I have your email address as elizabethsousa98@gmail.com? Yes. Okay. And yes, I am showing you with active coverage for that MEC Enhanced for employee only. I have c- um, I'm sorry, could you s- I'm sorry, the phone is breaking up. Could you say that one more time? I have you enrolled in the MEC Enhanced for employee only and you are showing active. Okay. All right, perfect. Um, so who do I need to call to, um... Is it the, the multi-plan area of the card? Is that who I need to call to figure out who I'm covered by? Like which, which doctor, dental, stuff like that? So, you only have medical and preventive health. You don't have dental or vision. Um... Okay. And then for your medical portion, you would call, well on your card it, it will have n- the phone number to save, to find a provider, providers in your area that accept the insurance. Okay. Is there any way that I can switch to where I do have dental and vision? Or do I have to wait for re-enrollment? Yep, you would have to wait for company open enrollment. All right. All right, thank you. No problem. Thank you for calling. Have a great day.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ... speaking with?

Speaker speaker_1: Elizabeth Sousa.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Okay. So, I'm calling to make sure that, um, my benefits and everything, um, is still going, my card is still not valid.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: I'm sorry, could you say that again?

Speaker speaker_0: The name of the staffing agency you work for.

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 5405.

Speaker speaker_0: And if you can verify your address and date of birth.

Speaker speaker_1: 189 Weehackie Creek Road, LaGrange, Georgia 30240 and my birthday is 6-3-98.

Speaker speaker_0: Okay. And your phone number is 706-413... 871?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as elizabethsousa98@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And yes, I am showing you with active coverage for that MEC Enhanced for employee only.

Speaker speaker_1: I have c- um, I'm sorry, could you s- I'm sorry, the phone is breaking up. Could you say that one more time?

Speaker speaker_0: I have you enrolled in the MEC Enhanced for employee only and you are showing active.

Speaker speaker_1: Okay. All right, perfect. Um, so who do I need to call to, um... Is it the, the multi-plan area of the card? Is that who I need to call to figure out who I'm covered by? Like which, which doctor, dental, stuff like that?

Speaker speaker_0: So, you only have medical and preventive health. You don't have dental or vision. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: And then for your medical portion, you would call, well on your card it, it will have n- the phone number to save, to find a provider, providers in your area that accept the insurance.

Speaker speaker_1: Okay. Is there any way that I can switch to where I do have dental and vision? Or do I have to wait for re-enrollment?

Speaker speaker_0: Yep, you would have to wait for company open enrollment.

Speaker speaker_1: All right. All right, thank you.

Speaker speaker_0: No problem. Thank you for calling. Have a great day.