

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Danielle McVey. And how can I assist you? I just, um, I had a few questions about this insurance 'cause, um, I tried to... Like, I was looking online. Just, um, kind of confused me. And I had just recently went to the ER, and I didn't know, like, how I would put that insurance... Give that insurance information to them. Okay. What's the name of the staff agency you work for? Um, Pr- Priority Personnel. And the last four digits of your social? 7472. All right. Repeat your name for me. Danielle McVey. Okay. Hold on one moment. And you said Priority, right? Yes. All right. Do you want to give your birth date, address, and date of birth for me? 01/27/1996. And your address? 117 Golden Grove Parkway, San Marcos, 78666. Okay. And I have your phone number at 254-213-8399? Yes. And I have your email address as dsmcvey25@gmail.com? Yes. So, you would give them the card that says APL on it. Did you receive that in your email? Um, I don't think I did receive that, 'cause I was checking throughout the... my email. I can check one more time, but I don't think I did. Maybe you want to check that Spam or Junk folder, um, as well. It may have went there. Okay. Gotcha. And, um, when I s... Um, do future appointments, I would do like a follow-up? I would just put that as well and just use that insurance card? So, it depends on what kind of appointment you'd make. Um, if it's, like, a primary care visit, urgent care, or specialty care visit, you would use the other card that says 90 Degrees on it. Okay. Gotcha. Is that in... That's all in the email? Um, so the, the, um... The one for our hospital indemnity services is the one in the email. You should have received one for your, um, other coverage in the mail. Okay. Um- I can, I can actually send you copies of your cards right now so that you have them all together. Yes. That would be great. Okay. Um, let me just make sure they populate. Give me one moment. Okay. And when did you go to the hospital? Um, yesterday. Okay. Great. So you do have active coverage for yesterday. Okay. So they are downloading. I'll go ahead and get those sent to you. I'll actually send your dental as well, so you'll have three cards there. Um, and then, for any hospital visits or anything, uh, having to do with the ER or hospitals, you would give them the one that says APL. And then for, like, primary care visits, specialty care visits, or urgent care, you would give them the one that says INN or, I'm sorry, 90 Degrees. Okay. Great. Do you have any other questions? Nope. I have no other questions. That was all that was needed. Thank you so much for calling. You have a great day. Thank you. Yep.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Danielle McVey.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I just, um, I had a few questions about this insurance 'cause, um, I tried to... Like, I was looking online. Just, um, kind of confused me. And I had just recently went to the ER, and I didn't know, like, how I would put that insurance... Give that insurance information to them.

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

Speaker speaker_1: Um, Pr- Priority Personnel.

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

Speaker speaker_1: 7472.

Speaker speaker_0: All right. Repeat your name for me.

Speaker speaker_1: Danielle McVey.

Speaker speaker_2: Okay. Hold on one moment.

Speaker speaker_0: And you said Priority, right?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Do you want to give your birth date, address, and date of birth for me?

Speaker speaker_1: 01/27/1996.

Speaker speaker_0: And your address?

Speaker speaker_1: 117 Golden Grove Parkway, San Marcos, 78666.

Speaker speaker_0: Okay. And I have your phone number at 254-213-8399?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as dsmcvey25@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So, you would give them the card that says APL on it. Did you receive that in your email?

Speaker speaker_1: Um, I don't think I did receive that, 'cause I was checking throughout the... my email. I can check one more time, but I don't think I did.

Speaker speaker_0: Maybe you want to check that Spam or Junk folder, um, as well. It may have went there.

Speaker speaker_1: Okay. Gotcha. And, um, when I s-... Um, do future appointments, I would do like a follow-up? I would just put that as well and just use that insurance card?

Speaker speaker_0: So, it depends on what kind of appointment you'd make. Um, if it's, like, a primary care visit, urgent care, or specialty care visit, you would use the other card that says 90 Degrees on it.

Speaker speaker_1: Okay. Gotcha. Is that in... That's all in the email?

Speaker speaker_0: Um, so the, the, um... The one for our hospital indemnity services is the one in the email. You should have received one for your, um, other coverage in the mail.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: I can, I can actually send you copies of your cards right now so that you have them all together.

Speaker speaker_1: Yes. That would be great.

Speaker speaker_0: Okay. Um, let me just make sure they populate. Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: And when did you go to the hospital?

Speaker speaker_1: Um, yesterday.

Speaker speaker_0: Okay. Great. So you do have active coverage for yesterday. Okay. So they are downloading. I'll go ahead and get those sent to you. I'll actually send your dental as well, so you'll have three cards there. Um, and then, for any hospital visits or anything, uh, having to do with the ER or hospitals, you would give them the one that says APL. And then for, like, primary care visits, specialty care visits, or urgent care, you would give them the one that says INN or, I'm sorry, 90 Degrees.

Speaker speaker_1: Okay. Great.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: Nope. I have no other questions. That was all that was needed.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Yep.