

## **Transcript: Pearl**

**Rojas-5403984364486656-5290767348842496**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does have the pleasure of speaking with. Hi, my name is Joyce Graham and I have Larry Blackman on the phone, and he is the subscriber what, but we are trying to get some information. Uh, he is asking me to ask the question of you, but he's on the line also. Okay. So... Hi. Yeah. So, um, Larry can you give her your subscriber number or group number? Um, I would need his, the last four of his social and your name of the staffing agency. Oh, okay. Gotcha. So last four numbers of your social, Larry. Okay. Hold on. Maybe I didn't swap him back in. Can you hold one second? Got it. Hello? Um, Larry, can you hear, hear us? Hello? One second here. His number is not coming through. Hmm. Just give me one second to get him back on the line. Oh, she must have hung up, Melvin. Oh, she hung up? Yeah, let me do it again. You there? I'm here. Oh, great. Hello. I messed up and left you on too long. Okay, so, uh, I have her on the call, Larry. She needs the last four of your social first. Uh, 2984. Yeah, and the name of the staffing agency you work for? Uh, it, it was, uh, uh, Adapted, uh, Agency. Adept? Adapt, yeah, Agency. Okay. And if you can confirm your address and date of birth. The address is 533 East Casita Street, Azusa, California. And the birthday is, uh, 8/26/1958. Okay, and I have your phone number as 626-383-7638. Yes, it is. And I have your email address as... Well, I have the email address on file as babygirl or barbiegirl300@cs.com. You can change it, uh, to, uh, lblackman1961@gmail.com. That's my wife, uh, um, that you said... Okay. No worries. You're fine. Okay. So what information did you need today? Okay, what we're looking for is... He is now applying for Medicare. And one of the questions that they have for the last, uh, health insurance that he had is when did it expire, and also does the insurance that he's under have 20 or more employees? Because it affects how he applies for his Medi, uh... Sorry, Social Security. Sorry. So they want to know the number of employees that are on the plan. Is it 20 or more? Hmm. Okay. That question I don't have an answer to. Um, I can... The insurance carrier itself might have that information. Um... Okay. Let me actually get to them, um, because I have a date of the last day of active coverage, but... Okay. What would that be? I have the 25th of August of '24. Okay. Yeah. Um, let me get you over to the insurance carrier so you can confirm that information, and they can let you know about the other part that you need. Thank you so much. This will help. Sorry for having you on hold. I thought I had lost you because of that, but thank you so much. No problem. Thank you so much for calling. You have a great day. You too, as well. Thank you. Thank you. You too.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does have the pleasure of speaking with.

Speaker speaker\_1: Hi, my name is Joyce Graham and I have Larry Blackman on the phone, and he is the subscriber what, but we are trying to get some information. Uh, he is asking me to ask the question of you, but he's on the line also.

Speaker speaker\_0: Okay. So...

Speaker speaker\_1: Hi. Yeah. So, um, Larry can you give her your subscriber number or group number?

Speaker speaker\_0: Um, I would need his, the last four of his social and your name of the staffing agency.

Speaker speaker\_1: Oh, okay. Gotcha. So last four numbers of your social, Larry. Okay. Hold on. Maybe I didn't swap him back in. Can you hold one second?

Speaker speaker\_0: Got it.

Speaker speaker\_1: Hello? Um, Larry, can you hear, hear us? Hello? One second here. His number is not coming through. Hmm. Just give me one second to get him back on the line. Oh, she must have hung up, Melvin.

Speaker speaker\_2: Oh, she hung up?

Speaker speaker\_1: Yeah, let me do it again. You there?

Speaker speaker\_0: I'm here.

Speaker speaker\_1: Oh, great.

Speaker speaker\_0: Hello.

Speaker speaker\_1: I messed up and left you on too long. Okay, so, uh, I have her on the call, Larry. She needs the last four of your social first.

Speaker speaker\_2: Uh, 2984.

Speaker speaker\_0: Yeah, and the name of the staffing agency you work for?

Speaker speaker\_2: Uh, it, it was, uh, uh, Adapted, uh, Agency.

Speaker speaker\_0: Adept?

Speaker speaker\_2: Adapt, yeah, Agency.

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

Speaker speaker\_2: The address is 533 East Casita Street, Azusa, California. And the birthday is, uh, 8/26/1958.

Speaker speaker\_0: Okay, and I have your phone number as 626-383-7638.

Speaker speaker\_2: Yes, it is.

Speaker speaker\_0: And I have your email address as... Well, I have the email address on file as babygirl or barbiegirl300@cs.com.

Speaker speaker\_2: You can change it, uh, to, uh, lblackman1961@gmail.com. That's my wife, uh, um, that you said...

Speaker speaker\_0: Okay. No worries. You're fine. Okay. So what information did you need today?

Speaker speaker\_1: Okay, what we're looking for is... He is now applying for Medicare. And one of the questions that they have for the last, uh, health insurance that he had is when did it expire, and also does the insurance that he's under have 20 or more employees? Because it affects how he applies for his Medi, uh... Sorry, Social Security. Sorry. So they want to know the number of employees that are on the plan. Is it 20 or more?

Speaker speaker\_0: Hmm. Okay. That question I don't have an answer to. Um, I can... The insurance carrier itself might have that information. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let me actually get to them, um, because I have a date of the last day of active coverage, but...

Speaker speaker\_1: Okay. What would that be?

Speaker speaker\_0: I have the 25th of August of '24.

Speaker speaker\_1: Okay. Yeah.

Speaker speaker\_0: Um, let me get you over to the insurance carrier so you can confirm that information, and they can let you know about the other part that you need.

Speaker speaker\_1: Thank you so much. This will help. Sorry for having you on hold. I thought I had lost you because of that, but thank you so much.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too, as well. Thank you.

Speaker speaker\_2: Thank you. You too.