

## Transcript: Pearl

**Rojas-5477624770379776-4989713599873024**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ... speaking with. Um, my name's Grace Heath. And how can I assist you? Um, yes, so I believe I activated my card for y'all, um, but do I get like a card in the mail that has like my policy number on it? Oh, yeah, what's the name of the staff agency you work for? Um, Dory. And the last four digits of your social? 8511. All righty, and if you can verify your address and date of birth for me. Hello? Ms. Heath? Yes, sorry. 1028 Heather Lane, Waukon, 55387. And 10/19/1998. All righty, what state is that? Minnesota. Okay, and your phone number is 252-229-2124? Yes, ma'am. Can I have your email address as graceheath31@gmail.com? Yes. And you haven't received any of your cards? The only thing I received was dental and then I got an email from y'all saying to activate my card, but I haven't gotten a card yet. Okay, so that activation email was most likely for your virtual primary care that you have. Um, the medical card will go to your email as well, but if you'd like, I can request a physical be sent to you because those automatically come through your email. That com- that carrier doesn't send physicals out unless they're requested, um, but I can request one for you and it'll take about seven to 10 business days to arrive. Um, do you know of a way that I can just have the medical emailed to me? The only reason I'm asking is 'cause my depot is supposed to be shipped and they're not shipping it because I don't have a policy number to give them. Um, okay, let's see. I can give you the... I can send you the email, I mean, the, the medical card via email, but do you do know you're also, um, enrolled in 3RX? You can provide that information since, as well, just in case the medical doesn't cover completely or anything like that. Um, is there any chance that you can send that to me as well so I can give them a call today? Of course. Uh, um, I'll send you the steps on how to enroll in 3RX. Um, it's just literally going to the website and clicking member login and registering, but I'll send you an email with the steps and your card in it as your medical card in it as well. Okay, thank you so much. No problem. Is there anything I can assist with? That's it. Thank you so much for calling. You have a great day. You too. Bye. Bye-bye.

### 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: Um, my name's Grace Heath.

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

Speaker speaker\_1: Um, yes, so I believe I activated my card for y'all, um, but do I get like a card in the mail that has like my policy number on it?

Speaker speaker\_0: Oh, yeah, what's the name of the staff agency you work for?

Speaker speaker\_1: Um, Dory.

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

Speaker speaker\_1: 8511.

Speaker speaker\_0: All righty, and if you can verify your address and date of birth for me. Hello? Ms. Heath?

Speaker speaker\_1: Yes, sorry. 1028 Heather Lane, Waukon, 55387. And 10/19/1998.

Speaker speaker\_0: All righty, what state is that?

Speaker speaker\_1: Minnesota.

Speaker speaker\_0: Okay, and your phone number is 252-229-2124?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Can I have your email address as graceheath31@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And you haven't received any of your cards?

Speaker speaker\_1: The only thing I received was dental and then I got an email from y'all saying to activate my card, but I haven't gotten a card yet.

Speaker speaker\_0: Okay, so that activation email was most likely for your virtual primary care that you have. Um, the medical card will go to your email as well, but if you'd like, I can request a physical be sent to you because those automatically come through your email. That com- that carrier doesn't send physicals out unless they're requested, um, but I can request one for you and it'll take about seven to 10 business days to arrive.

Speaker speaker\_1: Um, do you know of a way that I can just have the medical emailed to me? The only reason I'm asking is 'cause my depot is supposed to be shipped and they're not shipping it because I don't have a policy number to give them.

Speaker speaker\_0: Um, okay, let's see. I can give you the... I can send you the email, I mean, the, the medical card via email, but do you do know you're also, um, enrolled in 3RX? You can provide that information since, as well, just in case the medical doesn't cover completely or anything like that.

Speaker speaker\_1: Um, is there any chance that you can send that to me as well so I can give them a call today?

Speaker speaker\_0: Of course. Uh, um, I'll send you the steps on how to enroll in 3RX. Um, it's just literally going to the website and clicking member login and registering, but I'll send

you an email with the steps and your card in it as- your medical card in it as well.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: No problem. Is there anything I can assist with?

Speaker speaker\_1: That's it.

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

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye-bye.