

## Transcript: Pearl

**Rojas-5504706639511552-4913012181254144**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is the lawyer speaking with? Uh, you're talking to Lupe Mosalonga. And how can I assist you? Uh, yes, uh, I work for RHO here, uh, through the pro- to the agency and, um, I was just wondering, do we have dental care? What is the name of the, the staffing agency? Excuse me? What was that? What is the name of your staffing agency? Uh, I work for, uh, Partners Personnel. Okay. So Partners Personnel does offer, um, dental coverage. Um, give me one second. Their coverage is \$3.63 a week. Oh, uh, 'cause I, I need to make a dentist appointment and I was just wondering if I'm covered. Do I have insurance? Okay. What's the last four digits of your Social? 2267. All righty. And your address and date of birth? Uh, I got a new address. It's, uh, 318 South 6th Street, Apartment D. Date of birth is 4/4/1970. Okay. What was your previous address? Uh, Daisy Drive. And what, um, what are the numbers to that? Uh, I can't remember if it was 1228 or 1528. Been going almost two years already, three years that we moved from there. So what is your full Social Security number? Let me ask my wife. 56611-2267. All righty. And what's your current address? 318 South 6th Street, Apartment D. D as in dog. Patterson, California 95363. Okay. All righty. And I have your phone number as 209-640-1096. Uh, I got a new number. Okay. What is that number? Let me give you my new number. Okay. Let me get... My new number is 209-216-01. 209-216- 6701. All righty. And I have your email address as lupemonte1125@gmail.com? Yes, ma'am. Okay. So currently you're not enrolled in, in any coverage. Well, they told me that I was, I should've been covered. She told me to call you guys to find out. I'm going on three years with you guys and I know I did the paperwork when I started. Mm, give me one second. No, I'm not showing any paperwork, any enrollment forms for you. Uh, yeah, I'm not showing any enrollment forms for you. Well, can we get it started? 'Cause I got a bad tooth that needs to get taken out and I'm not gonna go pay all this money for that. So company opened enrollment for Partners was actually about the 14th of October till the 24th. Other than that, if you've lost coverage elsewhere, um, got married, divorced, had a child, adopted a child, um, or one of those, then you'd be able to possibly enroll, but other than that you'd have to wait till open enrollment next year. So I am not covered whatsoever as I have no insurance with Partners Personnel? Correct. They have, they do have different- So if they have this with me, I'm not covered for nothing? Not, not through, um, where- What's that? ... uh, how, where healthcare administrator, Partners Personnel does have another healthcare house, um, administrator. I can transfer you over to them and see if you have coverage through them, but as far as Benefits in a Card, we're not sure of any coverage. Okay. Okay. All right. Let me talk to them then. All righty. Thank you so much for calling in- Thank you. ... have a great day.

## 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 a Card. My name is Pearl. Who the hell is the lawyer speaking with?

Speaker speaker\_2: Uh, you're talking to Lupe Mosalonga.

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

Speaker speaker\_2: Uh, yes, uh, I work for RHO here, uh, through the pro- to the agency and, um, I was just wondering, do we have dental care?

Speaker speaker\_1: What is the name of the, the staffing agency?

Speaker speaker\_2: Excuse me? What was that?

Speaker speaker\_1: What is the name of your staffing agency?

Speaker speaker\_2: Uh, I work for, uh, Partners Personnel.

Speaker speaker\_1: Okay. So Partners Personnel does offer, um, dental coverage. Um, give me one second. Their coverage is \$3.63 a week.

Speaker speaker\_2: Oh, uh, 'cause I, I need to make a dentist appointment and I was just wondering if I'm covered. Do I have insurance?

Speaker speaker\_1: Okay. What's the last four digits of your Social?

Speaker speaker\_2: 2267.

Speaker speaker\_1: All righty. And your address and date of birth?

Speaker speaker\_2: Uh, I got a new address. It's, uh, 318 South 6th Street, Apartment D. Date of birth is 4/4/1970.

Speaker speaker\_1: Okay. What was your previous address?

Speaker speaker\_2: Uh, Daisy Drive.

Speaker speaker\_1: And what, um, what are the numbers to that?

Speaker speaker\_2: Uh, I can't remember if it was 1228 or 1528. Been going almost two years already, three years that we moved from there.

Speaker speaker\_1: So what is your full Social Security number?

Speaker speaker\_2: Let me ask my wife. 56611-2267.

Speaker speaker\_1: All righty. And what's your current address?

Speaker speaker\_2: 318 South 6th Street, Apartment D. D as in dog. Patterson, California 95363.

Speaker speaker\_1: Okay. All righty. And I have your phone number as 209-640-1096.

Speaker speaker\_2: Uh, I got a new number.

Speaker speaker\_1: Okay. What is that number?

Speaker speaker\_2: Let me give you my new number. Okay. Let me get... My new number is 209-216-01.

Speaker speaker\_1: 209-216-

Speaker speaker\_3: 6701.

Speaker speaker\_1: All righty. And I have your email address as lupemonte1125@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So currently you're not enrolled in, in any coverage.

Speaker speaker\_2: Well, they told me that I was, I should've been covered. She told me to call you guys to find out. I'm going on three years with you guys and I know I did the paperwork when I started.

Speaker speaker\_1: Mm, give me one second. No, I'm not showing any paperwork, any enrollment forms for you. Uh, yeah, I'm not showing any enrollment forms for you.

Speaker speaker\_2: Well, can we get it started? 'Cause I got a bad tooth that needs to get taken out and I'm not gonna go pay all this money for that.

Speaker speaker\_1: So company opened enrollment for Partners was actually about the 14th of October till the 24th. Other than that, if you've lost coverage elsewhere, um, got married, divorced, had a child, adopted a child, um, or one of those, then you'd be able to possibly enroll, but other than that you'd have to wait till open enrollment next year.

Speaker speaker\_2: So I am not covered whatsoever as I have no insurance with Partners Personnel?

Speaker speaker\_1: Correct. They have, they do have different-

Speaker speaker\_2: So if they have this with me, I'm not covered for nothing?

Speaker speaker\_1: Not, not through, um, where-

Speaker speaker\_2: What's that?

Speaker speaker\_1: ... uh, how, where healthcare administrator, Partners Personnel does have another healthcare house, um, administrator. I can transfer you over to them and see if you have coverage through them, but as far as Benefits in a Card, we're not sure of any coverage.

Speaker speaker\_2: Okay. Okay. All right. Let me talk to them then.

Speaker speaker\_1: All righty. Thank you so much for calling in-

Speaker speaker\_2: Thank you.

Speaker speaker\_1: ... have a great day.