

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl, uh, who may I help, who's speaking with? Um, Damon Marshall. And how can I assist you? Um, I'm just calling because, uh, I work, I work through Surge, and I know I have insurance with them, and I'm just, I just never rec- I'm needing to go to the doctor, and I never received an insurance card or anything. Okay. What are the last four digits to your social? Three, six, nine, two. Okay. And if you can verify your address and date of birth? Um, 8/30/02, and my address is 66 Buena Vista Drive, Apartment 6. And the city and state? Frankfort, Kentucky. I have your phone number as 859-408-6359. Yes, ma'am. Can I have your email address as your first name, your last name 712 at gmail.com? Mm-hmm. Okay, give me one moment. Okay, so you were auto enrolled into the preventative health plan, but that is not active yet. So how do I, uh, activate that? It takes one to two weeks to, to process. Um, for your W-2 to start making deductions. Once they do, the following Monday you become active. Um, so it looks like around the, around the 24th, you'll be active if the deductions start. Okay, so just on the 24th, it'll activate? If the deductions begin, yes. Okay. And that plan is for mental health only, so you won't be able to go to the doctor ER, like, for your annual physical, your immunizations, things like that. Okay. All righty. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, uh, who may I help, who's speaking with?

Speaker speaker_1: Um, Damon Marshall.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm just calling because, uh, I work, I work through Surge, and I know I have insurance with them, and I'm just, I just never rec- I'm needing to go to the doctor, and I never received an insurance card or anything.

Speaker speaker_0: Okay. What are the last four digits to your social?

Speaker speaker_1: Three, six, nine, two.

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

Speaker speaker_1: Um, 8/30/02, and my address is 66 Buena Vista Drive, Apartment 6.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Frankfort, Kentucky.

Speaker speaker_0: I have your phone number as 859-408-6359.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email address as your first name, your last name 712 at gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, give me one moment. Okay, so you were auto enrolled into the preventative health plan, but that is not active yet.

Speaker speaker_1: So how do I, uh, activate that?

Speaker speaker_0: It takes one to two weeks to, to process. Um, for your W-2 to start making deductions. Once they do, the following Monday you become active. Um, so it looks like around the, around the 24th, you'll be active if the deductions start.

Speaker speaker_1: Okay, so just on the 24th, it'll activate?

Speaker speaker_0: If the deductions begin, yes.

Speaker speaker_1: Okay.

Speaker speaker_0: And that plan is for mental health only, so you won't be able to go to the doctor ER, like, for your annual physical, your immunizations, things like that.

Speaker speaker_1: Okay. All righty.

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