

## Transcript: Pearl

**Rojas-5805401053118464-5960463247261696**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who may I have the pleasure of speaking with? Uh, Jane Cantrell. How can I assist you? Yes, I was trying to find out, 'cause I just started with M-A-U, and I've got, you know, email, uh, from y'all. I was trying to find out, exactly what is that? Is it like insurance or w- exactly what is this? Yes, ma'am. It's, um, health insurance that, um, MAU offers. Oh, oh, okay. So that probably kicks in usually 60 days or something like that after employment or, or do you know? Um, so MAU gives you 30 days from the date of your first paycheck to enroll in coverage. Um, it- Okay. ... could be during onboarding that you signed up and the email was us missing information or, um, something of that sort. If you'd like, I can take a look at your account and see what's going on. Okay. Oh, because it said something about activation today. Um, so that's what I did. That's why I was trying to learn about it. When it's time, will they send like a card in the mail or something? Yep. So you should receive a card at the end of the week, uh, after your first deduction. If it, if you- Okay. ... signed up for medical, that medical card will go to your email. If you signed up for like dental or vision, those will go to your residence. Um, it just depends on what plan you choose, as to where the card will go. Could you, is there any way you can look it up and see by chance? Of course, of course. What are the last four digits of your social? Uh, let's see. 8309 had to think for a minute. No worries. And your address and date of birth? Um, my address is 312 Piedmont Highway. My date of birth is September 27th, 1976. Okay. What's the city and state? Um, Piedmont, South Carolina 29673. Okay. All righty. And I have your phone number as 380-0849. Yes, ma'am. And I have your email address as jane.cantrell@yahoo.com? Yes, ma'am. Okay, so yes, it looks like your coverage became active last week. And we have you down for- Oh, wow. Okay. ... medical. Yep. We have you down for medical, dental, term life, which is your life insurance, vision, preventative health and behavioral with mental health. Okay. And, um, would that be so I'll be able to use that like with doctors that I have now and stuff? Correct. The, the medical plan that you're in, it doesn't require you to see a doctor in a network. You just have to make sure your doctor accepts this insurance. Um, I can send you a copy- Okay. And would that be, you know, Bon Dijou, Bon Sûr, you know, if Bon Bon Sûr Bon Secours is on there? That's what I'd use then. Um, I'm not sure. I'm not sure, but what I can do is send some copies of your card and on that email it'll have a phone number that says find a provider for medical and you can call- Okay. ... that number and they will know if Bon Secours takes, uh, the insurance or if the doctor's office you go to takes that insurance. All right. Thank you. No problem. Is there anything else I can assist you with today? Um, that would help me tremendously. Thank you. No problem. So that email, just look out for that email. In a couple minutes, I do have to download your cards first, but in a couple minutes just look for that email. It says info@benefitsinacard.com. Um, and it'll have your card- Okay. ... all the way at the bottom as a PDF. You can be able to click

on all the cards. All right. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who may I have the pleasure of speaking with?

Speaker speaker\_1: Uh, Jane Cantrell.

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Yes, I was trying to find out, 'cause I just started with M-A-U, and I've got, you know, email, uh, from y'all. I was trying to find out, exactly what is that? Is it like insurance or w- exactly what is this?

Speaker speaker\_0: Yes, ma'am. It's, um, health insurance that, um, MAU offers.

Speaker speaker\_1: Oh, oh, okay. So that probably kicks in usually 60 days or something like that after employment or, or do you know?

Speaker speaker\_0: Um, so MAU gives you 30 days from the date of your first paycheck to enroll in coverage. Um, it-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... could be during onboarding that you signed up and the email was us missing information or, um, something of that sort. If you'd like, I can take a look at your account and see what's going on.

Speaker speaker\_1: Okay. Oh, because it said something about activation today. Um, so that's what I did. That's why I was trying to learn about it. When it's time, will they send like a card in the mail or something?

Speaker speaker\_0: Yep. So you should receive a card at the end of the week, uh, after your first deduction. If it, if you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... signed up for medical, that medical card will go to your email. If you signed up for like dental or vision, those will go to your residence. Um, it just depends on what plan you choose, as to where the card will go.

Speaker speaker\_1: Could you, is there any way you can look it up and see by chance?

Speaker speaker\_0: Of course, of course. What are the last four digits of your social?

Speaker speaker\_1: Uh, let's see. 8309 had to think for a minute.

Speaker speaker\_0: No worries. And your address and date of birth?

Speaker speaker\_1: Um, my address is 312 Piedmont Highway. My date of birth is September 27th, 1976.

Speaker speaker\_0: Okay. What's the city and state?

Speaker speaker\_1: Um, Piedmont, South Carolina 29673.

Speaker speaker\_0: Okay. All righty. And I have your phone number as 380-0849.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as jane.cantrell@yahoo.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, so yes, it looks like your coverage became active last week. And we have you down for-

Speaker speaker\_1: Oh, wow. Okay.

Speaker speaker\_0: ... medical. Yep. We have you down for medical, dental, term life, which is your life insurance, vision, preventative health and behavioral with mental health.

Speaker speaker\_1: Okay. And, um, would that be so I'll be able to use that like with doctors that I have now and stuff?

Speaker speaker\_0: Correct. The, the medical plan that you're in, it doesn't require you to see a doctor in a network. You just have to make sure your doctor accepts this insurance. Um, I can send you a copy-

Speaker speaker\_1: Okay. And would that be, you know, Bon Dijou, Bon Sûr, you know, if Bon Bon Sûr Bon Secours is on there? That's what I'd use then.

Speaker speaker\_0: Um, I'm not sure. I'm not sure, but what I can do is send some copies of your card and on that email it'll have a phone number that says find a provider for medical and you can call-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that number and they will know if Bon Secours takes, uh, the insurance or if the doctor's office you go to takes that insurance.

Speaker speaker\_1: All right. Thank you.

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

Speaker speaker\_1: Um, that would help me tremendously. Thank you.

Speaker speaker\_0: No problem. So that email, just look out for that email. In a couple minutes, I do have to download your cards first, but in a couple minutes just look for that email. It says info@benefitsinacard.com. Um, and it'll have your card-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... all the way at the bottom as a PDF. You can be able to click on all the cards.

Speaker speaker\_1: All right. Thank you.

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

Speaker speaker\_1: You too. Bye-bye.