

## Transcript: Pearl

**Rojas-5835202242461696-4573920101056512**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who knows who you're speaking with. Uh, my name is Marcus, Marcus Wilson. And how can I assist you? Um, I'm calling because I keep getting, uh, these emails, uh, saying to activate your account, and I don't even know what this is. So I'm calling to see what's going on. Okay. Do you work for a staffing agency? Uh, I did, yes. Do you no longer work for one? Uh, no. Today was my first day at my job. Um, I switched over, uh, became permanent. Okay. It, um... So we work with staffing agencies on the healthcare benefits. Um, the email could be something in regards to your benefits, but once you've become a permanent, um, your benefits don't go with you. You could make more direct payments with us to keep your benefits if they are already active, um, and then week five you'll be able to go over to COBRA, which is a different department, to keep those benefits, or you can just get your benefits through your company however you prefer. Uh, it's most likely that it was just in regards to your benefits with your staffing agency. Okay. Do you know which staffing agency? Or- Um, I don't know... We work with a couple different ones. Which one did you recently just leave? Uh, BG SF. And what are the last four digits of your Social? Uh, 5204. Okay. I do... Give me one second. I believe I do see an account. Yes, I do have an account with you, um, for you with BG SF. Um- Okay. So it's most likely just in regards to your, your coverage with them. And you said that you are through COBRA? No. So we're Benefits in a Card. We take care of the active coverage through staffing agencies. Um, if you miss- Okay. ... award payments through your staffing agency, it gets canceled out itself and you are offered to go through COBRA, which is another department or another agency, to keep that coverage if you want. Um, but yeah, it's just if you want to keep it. You'll receive a notice in the mail. Okay. What, what is your address and date of birth? Um, 11707 Henrietta Court, um, Waldorf, Maryland, 20602. Okay. And your date of birth? And November 26th, 1990. Okay. And I have your phone number as 202-270-5136. Yes. Okay. So it looks like you have active coverage until the 4th of May. Um... Okay. Yeah, so it's coming up. So it's coming up. Mm-hmm. And you're enrolled in the VIP Standard, which is a medical plan, as they cover up to a certain dollar amount with each service, um, that they cover, and then they don't... There's no copays or deductibles. Okay. Um, is it possible that you could send me, um, an email with that information on it? Yeah, I could, um, I can definitely send you a copy of the benefit guide and a copy of your ID card. That way if you want to use it until the 4th, you are able to. Okay, perfect. Because I... Yeah, I, I wasn't sure where the emails were coming from. I didn't know if it was them because they didn't tell me anything about, uh, benefits, so I got scared. Okay. No worries. I definitely understand that. But I'll definitely get that information sent to you and then if you have any questions, we're here Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time. Okay. Thank you so much. I definitely appreciate the help. No problem. Thank you for calling. You have a great day. You

too.

## Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who knows who you're speaking with.

Speaker speaker\_1: Uh, my name is Marcus, Marcus Wilson.

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

Speaker speaker\_1: Um, I'm calling because I keep getting, uh, these emails, uh, saying to activate your account, and I don't even know what this is. So I'm calling to see what's going on.

Speaker speaker\_0: Okay. Do you work for a staffing agency?

Speaker speaker\_1: Uh, I did, yes.

Speaker speaker\_0: Do you no longer work for one?

Speaker speaker\_1: Uh, no. Today was my first day at my job. Um, I switched over, uh, became permanent.

Speaker speaker\_0: Okay. It, um... So we work with staffing agencies on the healthcare benefits. Um, the email could be something in regards to your benefits, but once you've become a permanent, um, your benefits don't go with you. You could make more direct payments with us to keep your benefits if they are already active, um, and then week five you'll be able to go over to COBRA, which is a different department, to keep those benefits, or you can just get your benefits through your company however you prefer. Uh, it's most likely that it was just in regards to your benefits with your staffing agency.

Speaker speaker\_1: Okay. Do you know which staffing agency? Or-

Speaker speaker\_0: Um, I don't know... We work with a couple different ones. Which one did you recently just leave?

Speaker speaker\_1: Uh, BG SF.

Speaker speaker\_0: And what are the last four digits of your Social?

Speaker speaker\_1: Uh, 5204.

Speaker speaker\_0: Okay. I do... Give me one second. I believe I do see an account. Yes, I do have an account with you, um, for you with BG SF. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: So it's most likely just in regards to your, your coverage with them.

Speaker speaker\_1: And you said that you are through COBRA?

Speaker speaker\_0: No. So we're Benefits in a Card. We take care of the active coverage through staffing agencies. Um, if you miss-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... award payments through your staffing agency, it gets canceled out itself and you are offered to go through COBRA, which is another department or another agency, to keep that coverage if you want. Um, but yeah, it's just if you want to keep it. You'll receive a notice in the mail.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What, what is your address and date of birth?

Speaker speaker\_1: Um, 11707 Henrietta Court, um, Waldorf, Maryland, 20602.

Speaker speaker\_0: Okay. And your date of birth?

Speaker speaker\_1: And November 26th, 1990.

Speaker speaker\_0: Okay. And I have your phone number as 202-270-5136.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So it looks like you have active coverage until the 4th of May. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah, so it's coming up.

Speaker speaker\_1: So it's coming up.

Speaker speaker\_0: Mm-hmm. And you're enrolled in the VIP Standard, which is a medical plan, as they cover up to a certain dollar amount with each service, um, that they cover, and then they don't... There's no copays or deductibles.

Speaker speaker\_1: Okay. Um, is it possible that you could send me, um, an email with that information on it?

Speaker speaker\_0: Yeah, I could, um, I can definitely send you a copy of the benefit guide and a copy of your ID card. That way if you want to use it until the 4th, you are able to.

Speaker speaker\_1: Okay, perfect. Because I... Yeah, I, I wasn't sure where the emails were coming from. I didn't know if it was them because they didn't tell me anything about, uh, benefits, so I got scared.

Speaker speaker\_0: Okay. No worries. I definitely understand that. But I'll definitely get that information sent to you and then if you have any questions, we're here Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker\_1: Okay. Thank you so much. I definitely appreciate the help.

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

Speaker speaker\_1: You too.