

Transcript: Pearl

Rojas-5838748659662848-4540086310584320

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who may I help as you're speaking with? Hi. Yes, I got a, um, email from you guys about an hour ago saying y'all need inform- more information from me. Okay. Do you work for a staffing agency? You said what? Do you work for a staffing agency? No. Ain't this Benefit on a Card or something? We are Benefits in a Card, but we work with staffing agencies on healthcare. No, I'm trying to get some insurance for myself. Yep. We do work- we do offer healthcare benefits, but you have to work with a staffing agency. I'm not sure if I do. Y'all just sent me an email saying, "We are missing important information about your dependent in order to provide coverage for them," and then y'all gave me a number to call. Okay. I, I definitely understand that you need more information, but in order to even find an account for you to explain your- what we're missing, I need to know the name of the staffing agency you work for, or what's the name of the company you work for- Talking about like Medicaid, or McClaren Health, or no- Michigan Department of Health? What agency are you talking about? I'm not sure. Staffing agency. Are you employed at the moment? No. Okay. We work with staffing agencies. So if you're not working with a staffing agency, the email could have been wrong or maybe we got old information or something. Oh, okay. Oh, well, I didn't know that. Mm-hmm. I mean, why y'all send me the email then, if y'all, if y'all knew I didn't- I wasn't employed?

Conversation Format

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

Speaker speaker_1: Hi. Yes, I got a, um, email from you guys about an hour ago saying y'all need inform- more information from me.

Speaker speaker_0: Okay. Do you work for a staffing agency?

Speaker speaker_1: You said what?

Speaker speaker_0: Do you work for a staffing agency?

Speaker speaker_2: No. Ain't this Benefit on a Card or something?

Speaker speaker_0: We are Benefits in a Card, but we work with staffing agencies on healthcare.

Speaker speaker_2: No, I'm trying to get some insurance for myself.

Speaker speaker_0: Yep. We do work- we do offer healthcare benefits, but you have to work with a staffing agency.

Speaker speaker_2: I'm not sure if I do. Y'all just sent me an email saying, "We are missing important information about your dependent in order to provide coverage for them," and then y'all gave me a number to call.

Speaker speaker_0: Okay. I, I definitely understand that you need more information, but in order to even find an account for you to explain your- what we're missing, I need to know the name of the staffing agency you work for, or what's the name of the company you work for-

Speaker speaker_2: Talking about like Medicaid, or McClaren Health, or no- Michigan Department of Health? What agency are you talking about? I'm not sure.

Speaker speaker_0: Staffing agency. Are you employed at the moment?

Speaker speaker_2: No.

Speaker speaker_0: Okay. We work with staffing agencies. So if you're not working with a staffing agency, the email could have been wrong or maybe we got old information or something.

Speaker speaker_2: Oh, okay. Oh, well, I didn't know that.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: I mean, why y'all send me the email then, if y'all, if y'all knew I didn't- I wasn't employed?