

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hoodle. Who are you speaking with? Antoine Bailey. And how can I assist you? Yes, I was calling to see if my spouse was on my, my benefits 'cause I'm trying to see if I can get her some in-home care provider access. Okay. What's the name of the staffing agency you work for? I work for Terra Slice Vertilla. All righty. Vertilla, whatever, yeah. Okay. And the last four digits of your social? 5849. All righty. Give me one moment. I mean 5... 5843. My bad, my bad. I'm giving you the last four of my... Yeah. 5843. My, my... My brain everywhere. All right. You're fine. So... If you can find me your address and date of birth points. My address is 1432 West Emerald Avenue, Apartment 681, Mesa, Arizona, 85202. My date of birth is 12/30/1985. And your phone number is 623-850-9755? No, I got a new number now, ma'am. Okay. What are you using now? That's my old number. 602-723-7709. And you have email address as mrbailey724@gmail.com? Yes. All right. So taking a look at your account, you're actually not enrolled in any plans. Okay. All right. Okay. 'Cause I'm trying to figure out what, uh, my spouse's caseworker was talking about that they seem that she was on my insurance from my job, and I'm like... That's why I was calling to see 'cause they like... The people at the insurance company, they were seeing or it seems there's an insurance company that'd be willing to help with my spouse's in-home care. So I had to call y'all to verify to see if she was actually on there. I don't know if they looking through the direct company, insurance company, uh, policy or, or if they were, you know... And the name of the insurance company is called Benefits in a Card, right? Well, we are the healthcare administrators. We're not the insurance carrier itself. We just take care of enrollments, cancellations, changes. Things like that. Okay. Uh, all right. Well, let me give you a call back and find out who, who they... what insurance company they were talking about 'cause I was pretty sure that I wasn't enrolled in, in any insurance benefits through y'all, I mean, through the staffing agency. So they probably just looked up the actual company I'm working for and was reading up on how did they insurance policy, uh, benefits and think I'm working directly with the company. So... Okay. Yeah, that's possible. But we're here until 8:00 PM Eastern Standard Time for any questions, okay? Okay. Thank you. Thank you for calling. You have a great day. All right.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hoodle. Who are you speaking with?

Speaker speaker_1: Antoine Bailey.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I was calling to see if my spouse was on my, my benefits 'cause I'm trying to see if I can get her some in-home care provider access.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: I work for Terra Slice Vertilla.

Speaker speaker_0: All righty.

Speaker speaker_1: Vertilla, whatever, yeah.

Speaker speaker_0: Okay. And the last four digits of your social?

Speaker speaker_1: 5849.

Speaker speaker_0: All righty. Give me one moment.

Speaker speaker_1: I mean 5... 5843. My bad, my bad. I'm giving you the last four of my... Yeah. 5843. My, my... My brain everywhere.

Speaker speaker_0: All right. You're fine.

Speaker speaker_1: So...

Speaker speaker_0: If you can find me your address and date of birth points.

Speaker speaker_1: My address is 1432 West Emerald Avenue, Apartment 681, Mesa, Arizona, 85202. My date of birth is 12/30/1985.

Speaker speaker_0: And your phone number is 623-850-9755?

Speaker speaker_1: No, I got a new number now, ma'am.

Speaker speaker_0: Okay. What are you using now?

Speaker speaker_1: That's my old number. 602-723-7709.

Speaker speaker_0: And you have email address as mrbailey724@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So taking a look at your account, you're actually not enrolled in any plans.

Speaker speaker_1: Okay. All right. Okay. 'Cause I'm trying to figure out what, uh, my spouse's caseworker was talking about that they seem that she was on my insurance from my job, and I'm like... That's why I was calling to see 'cause they like... The people at the insurance company, they were seeing or it seems there's an insurance company that'd be willing to help with my spouse's in-home care. So I had to call y'all to verify to see if she was actually on there. I don't know if they looking through the direct company, insurance company, uh, policy or, or if they were, you know... And the name of the insurance company is called Benefits in a Card, right?

Speaker speaker_0: Well, we are the healthcare administrators. We're not the insurance carrier itself. We just take care of enrollments, cancellations, changes. Things like that.

Speaker speaker_1: Okay. Uh, all right. Well, let me give you a call back and find out who, who they... what insurance company they were talking about 'cause I was pretty sure that I wasn't enrolled in, in any insurance benefits through y'all, I mean, through the staffing agency. So they probably just looked up the actual company I'm working for and was reading up on how did they insurance policy, uh, benefits and think I'm working directly with the company. So... Okay.

Speaker speaker_0: Yeah, that's possible. But we're here until 8:00 PM Eastern Standard Time for any questions, okay?

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: All right.