

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits at a Cost. My name is Cheryl. Who does look like I'm speaking with? Um, my name is Kevina. And how can I assist you? Um, um, I'm calling because I'm trying to see what benefits exist, because I don't remember signing up for it. And I have a receipt of the card that they say is in the mail maybe. Okay. What's the name of the staff agency you work for? Integrity. And last, what is your Social? 9833. All right, bear with me. Repeat your name for me. Kevina. K-E-V-I-N-A. All righty. And your address and date of birth? 3812 Wilbur Avenue, Ham- Hammond, Indiana, 4-28-1986. All righty. And what is your, uh, good contact number? 773-441-0963. Yeah. Okay. And have you emailed it to us at khopkins428 at gmail.com? Yeah. All right. So you're in the MHC TellRx. That's a preventative health plan, so like your annual physicals, and a CD screen, some cancer screenings, diabetes, blood pressure, those type of things. It doesn't cover you once you're at the doctor ER. It's just preventive services. You do have telehealth services. You can see a, a physician via webcam. You just can't go into a doctor's office. And then, it also has 3 Rx built in, to where if your medication is on their list of prescribed medications, it's covered at 100%. Okay. And let's try to look at the card. Um, I can send you a copy of it to your email, if you'd like. Okay, that's fine. When you said, I said you go to the doctor's visit for the physical? For your annual physical, yes. Okay. You can email this to me later on. All righty. Is there anything else I can assist you with today? No, that's all. Thank you. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits at a Cost. My name is Cheryl. Who does look like I'm speaking with?

Speaker speaker_1: Um, my name is Kevina.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, um, I'm calling because I'm trying to see what benefits exist, because I don't remember signing up for it. And I have a receipt of the card that they say is in the mail maybe.

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

Speaker speaker_1: Integrity.

Speaker speaker_0: And last, what is your Social?

Speaker speaker_1: 9833.

Speaker speaker_0: All right, bear with me. Repeat your name for me.

Speaker speaker_1: Kevina. K-E-V-I-N-A.

Speaker speaker_0: All righty. And your address and date of birth?

Speaker speaker_1: 3812 Wilbur Avenue, Ham- Hammond, Indiana, 4-28-1986.

Speaker speaker_0: All righty. And what is your, uh, good contact number?

Speaker speaker_1: 773-441-0963. Yeah.

Speaker speaker_0: Okay. And have you emailed it to us at khopkins428 at gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. So you're in the MHC TellRx. That's a preventative health plan, so like your annual physicals, and a CD screen, some cancer screenings, diabetes, blood pressure, those type of things. It doesn't cover you once you're at the doctor ER. It's just preventive services. You do have telehealth services. You can see a, a physician via webcam. You just can't go into a doctor's office. And then, it also has 3 Rx built in, to where if your medication is on their list of prescribed medications, it's covered at 100%.

Speaker speaker_1: Okay. And let's try to look at the card.

Speaker speaker_0: Um, I can send you a copy of it to your email, if you'd like.

Speaker speaker_1: Okay, that's fine. When you said, I said you go to the doctor's visit for the physical?

Speaker speaker_0: For your annual physical, yes.

Speaker speaker_1: Okay. You can email this to me later on.

Speaker speaker_0: All righty. Is there anything else I can assist you with today?

Speaker speaker_1: No, that's all. Thank you.

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

Speaker speaker_1: You too.