

## Transcript: Pearl

**Rojas-5953958485344256-6424165297340416**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with? Lisa MacMillan. And how can I assist you? I'm calling to find out do I got insurance with y'all, through my company that I work for. Okay. Okay, I could definitely assist you with that. What's the name of the staff agency you work for? Surge, S-U-R-G-E. All righty. And the last four digits of your social? 5103. All right. And Ms. MacMillan? Yes. All righty. And if you can confirm your address and date of birth. 05271971. My address is 4 Patricia Drive, Childersburg, Alabama 35044. And I have your phone number as 929-589-5537. No, that ain't my number no more. That's a old number. All right, I can definitely update that for you. Give me one moment. Okay. What is that new phone number? It's 205-504-9196. All righty, and I have your email address as Imacmillan866... Do you want to come? Mm-hmm. Yes. Okay. Give me one moment while I take off... All right, let me take a look here at your account. You want to know if your coverage is active? I do have you enrolled in an, in M-E-d TeleRx plan. It's a preventive health plan plus tele-health services and free Rx built in. Let me take a look and see if that coverage is active yet. All righty, yes, it looks like you've been active since December. You haven't received a card to your residence? Is this my card? Is it a member number 131952736? I'm not sure what the member woo- number would be. That's a, um, the insurance carrier. But it should say 90 Degree Benefits on it, um. It should say what? 90 Degree Benefits. Huh, I don't think it's on there, never mind. Um, multi-plan, it should say multi-plan on it, 90 Degree Benefits. No, I ain't get no card then. Okay, I can send another card to your email if you'd like. Oh, you'll send to my email? So how do I find out- Mm-hmm. ... like how do I find out 'cause I'm ha- I, I, I can't read no more. I can't read books. I, uh, I try to read a Bible and I can't see the letters. I'm trying to go to the eye doctor to get me some reading glasses. Right, so you don't have vision coverage. All you have is preventative health. What's that? That's like your annual physicals, some have CT screenings, some have cancer screenings, blood pressure, diabetes, those kinds of screenings. Oh. Do they help me get help with, um, to stop smoking? Um, I believe it does have... Give me one moment. Let me confirm that. ? Just one moment. Okay, so with your preventive health plan... How you doing today? Hey, how you doing? It does have tobacco cer- cessation. Um, but I can transfer you over to the insur- insurance carrier to confirm what kind of a- assistance there is. To what? I know I ? I can transfer you over to the insurance carrier to confirm which kind of, um, tobacco assistance they offer. Okay, yeah, can you do that please? Of course. Is there anything else I can assist you with today? No, that's it. All right. And you're gonna send that to my email, right? Correct. All right, thank you. It's gonna come from info@benefitsinacard.com, okay? All right, thank you. No problem. Thank you so much for calling. You have a great day. You too. Hey man.

## Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with?

Speaker speaker\_1: Lisa MacMillan.

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

Speaker speaker\_1: I'm calling to find out do I got insurance with y'all, through my company that I work for.

Speaker speaker\_0: Okay. Okay, I could definitely assist you with that. What's the name of the staff agency you work for?

Speaker speaker\_1: Surge, S-U-R-G-E.

Speaker speaker\_0: All righty. And the last four digits of your social?

Speaker speaker\_1: 5103.

Speaker speaker\_0: All right. And Ms. MacMillan?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_1: 05271971. My address is 4 Patricia Drive, Childersburg, Alabama 35044.

Speaker speaker\_0: And I have your phone number as 929-589-5537.

Speaker speaker\_1: No, that ain't my number no more. That's a old number.

Speaker speaker\_0: All right, I can definitely update that for you. Give me one moment. Okay. What is that new phone number?

Speaker speaker\_1: It's 205-504-9196.

Speaker speaker\_0: All righty, and I have your email address as lmacmillan866... Do you want to come?

Speaker speaker\_1: Mm-hmm. Yes.

Speaker speaker\_0: Okay. Give me one moment while I take off... All right, let me take a look here at your account. You want to know if your coverage is active? I do have you enrolled in an, in M-E-d TeleRx plan. It's a preventive health plan plus tele-health services and free Rx built in. Let me take a look and see if that coverage is active yet. All righty, yes, it looks like you've been active since December. You haven't received a card to your residence?

Speaker speaker\_1: Is this my card? Is it a member number 131952736?

Speaker speaker\_0: I'm not sure what the member woo- number would be. That's a, um, the insurance carrier. But it should say 90 Degree Benefits on it, um.

Speaker speaker\_1: It should say what?

Speaker speaker\_0: 90 Degree Benefits.

Speaker speaker\_1: Huh, I don't think it's on there, never mind.

Speaker speaker\_0: Um, multi-plan, it should say multi-plan on it, 90 Degree Benefits.

Speaker speaker\_1: No, I ain't get no card then.

Speaker speaker\_0: Okay, I can send another card to your email if you'd like.

Speaker speaker\_1: Oh, you'll send to my email? So how do I find out-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... like how do I find out 'cause I'm ha- I, I, I can't read no more. I can't read books. I, uh, I try to read a Bible and I can't see the letters. I'm trying to go to the eye doctor to get me some reading glasses.

Speaker speaker\_0: Right, so you don't have vision coverage. All you have is preventative health.

Speaker speaker\_1: What's that?

Speaker speaker\_0: That's like your annual physicals, some have CT screenings, some have cancer screenings, blood pressure, diabetes, those kinds of screenings.

Speaker speaker\_1: Oh. Do they help me get help with, um, to stop smoking?

Speaker speaker\_0: Um, I believe it does have... Give me one moment. Let me confirm that.

Speaker speaker\_1: ?

Speaker speaker\_0: Just one moment. Okay, so with your preventive health plan...

Speaker speaker\_2: How you doing today?

Speaker speaker\_1: Hey, how you doing?

Speaker speaker\_0: It does have tobacco cer- cessation. Um, but I can transfer you over to the insur- insurance carrier to confirm what kind of a- assistance there is.

Speaker speaker\_1: To what?

Speaker speaker\_2: I know I ?

Speaker speaker\_0: I can transfer you over to the insurance carrier to confirm which kind of, um, tobacco assistance they offer.

Speaker speaker\_1: Okay, yeah, can you do that please?

Speaker speaker\_0: Of course. Is there anything else I can assist you with today?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right.

Speaker speaker\_1: And you're gonna send that to my email, right?

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: It's gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com), okay?

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.

Speaker speaker\_2: Hey man.