

Transcript: Pearl

Rojas-6031086500626432-4773441827422208

Full Transcript

Your call may be monitored or recorded for quality assurance. Thank you for calling. I'm sorry, I didn't get that. Please. 817-9425. Is that correct? Welcome. Which language would you like interpreted? For French, press or say 1. For French. You have selected French. Did I get that correct? Please hold while I locate your interpreter. Hello. Thank you for calling. My name is Kizito. I will be your French interpreter. I will interpret everything you say and keep it confidential. My ID number is 400157. How may I assist you today? Hi. I have a member on the line that speaks French, and she's having some questions about her, um, vision coverage. Her friend is currently on the line trying, um, to help her. If you can just, um-- I'll let him know that-- to put her on the line so she can speak. Okay. And then, I'll just take over after you introduce yourself, okay? Okay, ma'am. All right. Thank you so much. Give me one moment. Sorry, sir. I have an interpreter on the line, so if you can let me speak with the member, that'd be great. Go ahead. Thank you. Alors, bonjour. Bonjour. Bonjour. Je m'appelle Kizito. Je suis votre interprète d'Anglais. Okay. Now you. Okay, ma'am. You may now proceed. Thank you. Hi. My name is Pearl with Benefits in a Card. Your friend was saying you need help with your vision coverage? Bonjour. Je m'appelle Pierre et je, uh, je, je serai là pour vous aider avec votre carte de bénéfique et votre ami, uh, nous a dit que vous vouliez de l'aide concernant la couverture de vision. Oh, yes. Oui, oui, c'est ça. Yes. What's the name of the staffing agency you work for? Uh, quel est le nom? Crown Staffing. Vous dites? Crown Staffing. Ah, did you get it, ma'am? Yeah, sounds like Crown Staffing. What are the last four digits of your Social? Quels sont les quatre derniers chiffres de votre sécurité sociale? 50, 12. 50, 12. Merci beaucoup. It is 5012. Okay. And what is your name? Et quel est votre nom? Je suis italien. Je suis italien. Okay. And if you can confirm your address and date of birth. Est-ce que vous pouvez me confirmer aussi votre adresse et votre date de naissance? Rosette Boulevard. 52 au-- 50-- 50 et Rosette Boulevard, Louisville, Kentucky. 40218. 40218. Uh, pouvez-vous répéter encore et essayer, uh, d'être prêt au téléphone? Parce que je ne vous écoute pas très bien. Désolé. Alors, ça c'est 5001. Mon adresse, mon adresse est 5001 Rosette Boulevard, Louisville, Kentucky. Par-- 40218. 40218. Merci beaucoup. Et votre date de naissance? 1970. 04 04, 06, 1970. 04, 06, 19-- Je vais répéter tout, juste pour confirmer votre, uh, votre adresse. Mon adresse est-- Votre adresse est 5001 Rosette Boulevard. Yes. Rose Boulevard. Boulevard-- Rosette Boulevard. Rosette Boulevard. Rosette Boulevard à Louisville, Kentucky. Votre zip code, c'est 40218. Bien. Et votre date de naissance, c'est le 4 juin 1970. Non, non, non. J'ai dit pas le 4 juin. 406. 0406. 40... 4 avril. Avril. 6 avril. 6 avril, mais quatrième mois--Hmm. Merci beaucoup. So my address is, uh, 5001 Rosette Boulevard, Louisville, Kentucky. My, uh, ZIP code is, uh, 40218. My date of birth is April 6th, 1970. Okay. And I have your phone number as 502-953-1895. Il a votre numéro de téléphone? Yes. Okay. And taking a look at your account, you don't have vision coverage. Je viens de regarder sur votre compte

et je vois que vous n'avez pas de couverture de vision. Okay. Okay. Et... et vous... et vous les dents? Disons. Et vous les dents? Uh, and for teeth? I'm sorry, for what? For teeth. What about teeth? No. You don't have dental either. Euh, et vous n'avez pas de couverture, euh, dentale. Mais pourquoi j'ai le couverture, hein? Vous voulez savoir pourquoi? Pour... Pour- lui, ui, ui. Oui. Pourquoi, même, je pas le couverture pour les yeux, pour les dents? Pour qui? Pourquoi? Pourquoi, j'ai le couverture, ma'me? Oh, okay. And why don't I have the coverage of vision even for, uh, teeth, for dental, uh, coverage? Um... because you didn't enroll in them. You were enrolled in the preventive health plan because of auto enrollment. You didn't sign up yourself. Alors vous n'avez... vous ne vous êtes pas enregistrés. Vous ne vous êtes pas, euh, enregistrés pour ça. C'est pour cela que vous n'avez pas de couverture. Vous allez... vous avez g- seulement, euh, enregistré dans les plans de santé, mais vous n'avez pas signé pour, euh, les couvertures des dents et de vision. Combien je paie pour le plan de santé? Combien je paie pour le plan de santé? And how much I'm paying for the health plan? So it's a preventive of health plan and you're paying \$15.67 a week. 15? Alors, vous payez, euh, 15 dollars et, euh, 67 sous par semaine. C'est pas mal, non? C'est bon. Okay, thank you. Do you have any questions? Avez-vous d'autres questions? Il y avait un problème ou pas? Oui... Yes, I do- Que dois-je faire pour... pour... pour avoir les bénéfiques? What should I do for that benefit? Parce que... parce que j'ai mal aux yeux, je perds- Hello? Yes. Sorry, I want to ask you some question, ma'am. But anyway, I'm so sorry our interview... intervening before the, uh... between the conversation. Okay, you already told her she's just got the medical coverage, but she don't have the vision and the dental. But if you want to add those on her plan did you need... did she need to go to Count Staffing to do that? She has to wait until company open enrollment. Oh, she has... she need to wait until? I'm gonna... give me one second, I'll tell you when that's... that is. Okay. She has to wait until the beginning of December. Oh, well, I got you now. Um, sir, if you can ask her if she has any other questions or if she needs any other assistance? Nothing. Nothing she's done for now because- Rapid, rapid. ... that's the... that's the... that's the point because I already... I was set up an appointment for her for a vision and... for eye exam, but, you know, anyway they told her and then, uh, the medical card is just for the... for the health insurances. And then that's why I called us to find out this, uh, she's covered for the eyes, but she's not. And then maybe... maybe later, as you said, maybe for... she need to waiting on... wait until, uh, December to do that again. Okay. If you guys have no other questions, thank you so much for calling. You guys have a great day. Thank you for your services, ma'am. Thank you. Bye-bye. Okay, you're welcome, s- ma'am. Thank you for using our services. Have a great day, ma'am. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance. Thank you for calling. I'm sorry, I didn't get that. Please. 817-9425. Is that correct? Welcome. Which language would you like interpreted? For French, press or say 1. For French. You have selected French. Did I get that correct? Please hold while I locate your interpreter.

Speaker speaker_1: Hello. Thank you for calling. My name is Kizito. I will be your French interpreter. I will interpret everything you say and keep it confidential. My ID number is 400157. How may I assist you today?

Speaker speaker_2: Hi. I have a member on the line that speaks French, and she's having some questions about her, um, vision coverage. Her friend is currently on the line trying, um, to help her. If you can just, um-- I'll let him know that-- to put her on the line so she can speak.

Speaker speaker_1: Okay.

Speaker speaker_2: And then, I'll just take over after you introduce yourself, okay?

Speaker speaker_1: Okay, ma'am.

Speaker speaker_2: All right. Thank you so much. Give me one moment. Sorry, sir. I have an interpreter on the line, so if you can let me speak with the member, that'd be great.

Speaker speaker_3: Go ahead.

Speaker speaker_2: Thank you.

Speaker speaker_1: Alors, bonjour.

Speaker speaker_3: Bonjour.

Speaker speaker_1: Bonjour. Je m'appelle Kizito. Je suis votre interprète d'Anglais.

Speaker speaker_4: Okay. Now you.

Speaker speaker_1: Okay, ma'am. You may now proceed.

Speaker speaker_2: Thank you. Hi. My name is Pearl with Benefits in a Card. Your friend was saying you need help with your vision coverage?

Speaker speaker_1: Bonjour. Je m'appelle Pierre et je, uh, je, je serai là pour vous aider avec votre carte de bénéfique et votre ami, uh, nous a dit que vous vouliez de l'aide concernant la couverture de vision.

Speaker speaker_4: Oh, yes. Oui, oui, c'est ça.

Speaker speaker_1: Yes.

Speaker speaker_2: What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, quel est le nom?

Speaker speaker_4: Crown Staffing.

Speaker speaker_1: Vous dites?

Speaker speaker_4: Crown Staffing.

Speaker speaker_1: Ah, did you get it, ma'am?

Speaker speaker_2: Yeah, sounds like Crown Staffing. What are the last four digits of your Social?

Speaker speaker_1: Quels sont les quatre derniers chiffres de votre sécurité sociale?

Speaker speaker_4: 50, 12.

Speaker speaker_1: 50, 12. Merci beaucoup. It is 5012.

Speaker speaker_2: Okay. And what is your name?

Speaker speaker_1: Et quel est votre nom?

Speaker speaker_4: Je suis italien.

Speaker speaker_1: Je suis italien.

Speaker speaker_2: Okay. And if you can confirm your address and date of birth.

Speaker speaker_1: Est-ce que vous pouvez me confirmer aussi votre adresse et votre date de naissance?

Speaker speaker_4: Rosette Boulevard.

Speaker speaker_3: 52 au-- 50--

Speaker speaker_4: 50 et Rosette Boulevard, Louisville, Kentucky.

Speaker speaker_3: 40218.

Speaker speaker_4: 40218.

Speaker speaker_1: Uh, pouvez-vous répéter encore et essayer, uh, d'être prêt au téléphone? Parce que je ne vous écoute pas très bien. Désolé.

Speaker speaker_4: Alors, ça c'est 5001. Mon adresse, mon adresse est 5001 Rosette Boulevard, Louisville, Kentucky. Par-- 40218.

Speaker speaker_1: 40218. Merci beaucoup. Et votre date de naissance?

Speaker speaker_4: 1970.

Speaker speaker_3: 04

Speaker speaker_5: 04, 06, 1970.

Speaker speaker_1: 04, 06, 19-- Je vais répéter tout, juste pour confirmer votre, uh, votre adresse.

Speaker speaker_4: Mon adresse est--

Speaker speaker_1: Votre adresse est 5001 Rosette Boulevard.

Speaker speaker_4: Yes.

Speaker speaker_1: Rose Boulevard. Boulevard--

Speaker speaker_4: Rosette Boulevard. Rosette Boulevard.

Speaker speaker_1: Rosette Boulevard à Louisville, Kentucky. Votre zip code, c'est 40218.

Speaker speaker_4: Bien.

Speaker speaker_1: Et votre date de naissance, c'est le 4 juin 1970.

Speaker speaker_4: Non, non, non. J'ai dit pas le 4 juin. 406. 0406.

Speaker speaker_1: 40...

Speaker speaker_4: 4 avril.

Speaker speaker_3: Avril.

Speaker speaker_4: 6 avril. 6 avril, mais quatrième mois-

Speaker speaker_1: Hmm. Merci beaucoup. So my address is, uh, 5001 Rosette Boulevard, Louisville, Kentucky. My, uh, ZIP code is, uh, 40218. My date of birth is April 6th, 1970.

Speaker speaker_6: Okay. And I have your phone number as 502-953-1895.

Speaker speaker_1: Il a votre numéro de téléphone?

Speaker speaker_7: Yes.

Speaker speaker_6: Okay. And taking a look at your account, you don't have vision coverage.

Speaker speaker_1: Je viens de regarder sur votre compte et je vois que vous n'avez pas de couverture de vision.

Speaker speaker_8: Okay.

Speaker speaker_1: Okay.

Speaker speaker_9: Et... et vous... et vous les dents? Disons.

Speaker speaker_8: Et vous les dents?

Speaker speaker_1: Uh, and for teeth?

Speaker speaker_6: I'm sorry, for what?

Speaker speaker_1: For teeth. What about teeth?

Speaker speaker_6: No. You don't have dental either.

Speaker speaker_1: Euh, et vous n'avez pas de couverture, euh, dentale.

Speaker speaker_8: Mais pourquoi j'ai le couverture, hein?

Speaker speaker_1: Vous voulez savoir pourquoi?

Speaker speaker_8: Pour... Pour-

Speaker speaker_9: Lui, ui, ui.

Speaker speaker_8: Oui. Pourquoi, même, je pas le couverture pour les yeux, pour les dents? Pour qui?

Speaker speaker_9: Pourquoi?

Speaker speaker_8: Pourquoi, j'ai le couverture, ma'me?

Speaker speaker_1: Oh, okay. And why don't I have the coverage of vision even for, uh, teeth, for dental, uh, coverage?

Speaker speaker_6: Um... because you didn't enroll in them. You were enrolled in the preventive health plan because of auto enrollment. You didn't sign up yourself.

Speaker speaker_1: Alors vous n'avez... vous ne vous êtes pas enregistrés. Vous ne vous êtes pas, euh, enregistrés pour ça. C'est pour cela que vous n'avez pas de couverture. Vous allez... vous avez g- seulement, euh, enregistré dans les plans de santé, mais vous n'avez pas signé pour, euh, les couvertures des dents et de vision.

Speaker speaker_9: Combien je paie pour le plan de santé?

Speaker speaker_8: Combien je paie pour le plan de santé?

Speaker speaker_1: And how much I'm paying for the health plan?

Speaker speaker_6: So it's a preventive of health plan and you're paying \$15.67 a week.

Speaker speaker_9: 15?

Speaker speaker_1: Alors, vous payez, euh, 15 dollars et, euh, 67 sous par semaine.

Speaker speaker_9: C'est pas mal, non? C'est bon.

Speaker speaker_8: Okay, thank you.

Speaker speaker_6: Do you have any questions?

Speaker speaker_1: Avez-vous d'autres questions?

Speaker speaker_9: Il y avait un problème ou pas?

Speaker speaker_8: Oui...

Speaker speaker_1: Yes, I do-

Speaker speaker_8: Que dois-je faire pour... pour... pour avoir les bénéfices?

Speaker speaker_1: What should I do for that benefit?

Speaker speaker_8: Parce que... parce que j'ai mal aux yeux, je perds-

Speaker speaker_9: Hello?

Speaker speaker_6: Yes.

Speaker speaker_9: Sorry, I want to ask you some question, ma'am. But anyway, I'm so sorry our interview... intervening before the, uh... between the conversation. Okay, you already told her she's just got the medical coverage, but she don't have the vision and the dental. But if you want to add those on her plan did you need... did she need to go to Count Staffing to do that?

Speaker speaker_6: She has to wait until company open enrollment.

Speaker speaker_9: Oh, she has... she need to wait until?

Speaker speaker_6: I'm gonna... give me one second, I'll tell you when that's... that is.

Speaker speaker_9: Okay.

Speaker speaker_6: She has to wait until the beginning of December.

Speaker speaker_9: Oh, well, I got you now.

Speaker speaker_6: Um, sir, if you can ask her if she has any other questions or if she needs any other assistance?

Speaker speaker_9: Nothing. Nothing she's done for now because-

Speaker speaker_1: Rapid, rapid.

Speaker speaker_9: ... that's the... that's the... that's the point because I already... I was set up an appointment for her for a vision and... for eye exam, but, you know, anyway they told her and then, uh, the medical card is just for the... for the health insurances. And then that's why I called us to find out this, uh, she's covered for the eyes, but she's not. And then maybe... maybe later, as you said, maybe for... she need to waiting on... wait until, uh, December to do that again.

Speaker speaker_6: Okay. If you guys have no other questions, thank you so much for calling. You guys have a great day. Thank you for your services, ma'am.

Speaker speaker_9: Thank you. Bye-bye.

Speaker speaker_1: Okay, you're welcome, s- ma'am. Thank you for using our services. Have a great day, ma'am.

Speaker speaker_6: You as well. Bye-bye.