

Transcript: Pearl

Rojas-6036788284276736-5235577503137792

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, my name's Heather. How can I assist you? I'm sorry? How can I assist you? Um, I'm trying to find out, um, what my benefits actually are. And I've, I've gone on the website, I've gone on my emails from my job. I can't find anything specific that says, like, what is my share cost, or co-pays, or anything like that. Is there a place where I could find that? Um, I can send you a copy of your benefit guide and then let you know what, what plan you're enrolled in. Okay. That would be good. Okay. What's the name of the staff agency you work for? Um, it's Oxford Global. Okay. And then last four digits of your Social? 0221. Let's see. And if you can verify your address and date of birth. 1605 East D Street, 11-10-74. Mm-hmm. And what's the city and state? Uh, Belleville, Illinois. Mm-hmm. And I have your phone number as 805-312-3454? Yes. Can I have your email address as h.massimino74@gmail.com? Yes. All righty. Let's see here. So I have you down for the Ensure Plus Basics at the MEC TelRx. And the email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Okay. So, v- you're gonna send me the thing that kind of lists, like, if I need to go to the hospital or that kinda stuff. Correct. Okay. And can you look in... just by knowing, um, looking at my things, do you s- can I go to urgent care? Mm-hmm. Like if I'm not feeling good, can I go to urgent care? I'm not seeing urgent care benefits on that plan. On either of those plans. Okay. So I would have to go to er- emergency room? Um, there is coverage for the emergency room, yes. There is coverage for that. Okay. Um, okay. I will look for that in my, um, inbox and call back if I have any questions. All righty. Thank you so much for calling. You have a great day. Thank you.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, my name's Heather.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, I'm trying to find out, um, what my benefits actually are. And I've, I've gone on the website, I've gone on my emails from my job. I can't find anything specific that says, like, what is my share cost, or co-pays, or anything like that. Is there a place where I could find that?

Speaker speaker_0: Um, I can send you a copy of your benefit guide and then let you know what, what plan you're enrolled in.

Speaker speaker_1: Okay. That would be good.

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

Speaker speaker_1: Um, it's Oxford Global.

Speaker speaker_0: Okay. And then last four digits of your Social?

Speaker speaker_1: 0221.

Speaker speaker_0: Let's see. And if you can verify your address and date of birth.

Speaker speaker_1: 1605 East D Street, 11-10-74.

Speaker speaker_0: Mm-hmm. And what's the city and state?

Speaker speaker_1: Uh, Belleville, Illinois.

Speaker speaker_0: Mm-hmm. And I have your phone number as 805-312-3454?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as h.massimino74@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. Let's see here. So I have you down for the Ensure Plus Basics at the MEC TelRx. And the email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_1: Okay. Okay. So, v- you're gonna send me the thing that kind of lists, like, if I need to go to the hospital or that kinda stuff.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. And can you look in... just by knowing, um, looking at my things, do you s- can I go to urgent care?

Speaker speaker_0: Mm-hmm. Like if I'm not feeling good, can I go to urgent care? I'm not seeing urgent care benefits on that plan. On either of those plans.

Speaker speaker_1: Okay. So I would have to go to er- emergency room?

Speaker speaker_0: Um, there is coverage for the emergency room, yes.

Speaker speaker_1: There is coverage for that. Okay. Um, okay. I will look for that in my, um, inbox and call back if I have any questions.

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

Speaker speaker_1: Thank you.