

## Transcript: Pearl

**Rojas-6112721260560384-4899199793020928**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hill. Who am I speaking with? Hi. I am Simone McCroy. And how can I assist you? Um, I have filed for insurance and she gave me this number to call for the card and... because when I have filed out, filled out the paperwork, I got two kids on my account, but it only said spouse and child, so I was calling to correct that as well. Okay. What's the name of the staff agency you work for? Site staff. Site? Yeah. And then the last four digits of your social. 3995. All right. And if you can confirm your address and date of birth? 2869 North 37th Street, Milwaukee, Wisconsin, 53210. June 6, 1996. Okay. I have a different address on file. Did you move or give a different address to the staff agency or maybe it's an old address? Um, is it 2808 North 47th Street? Yes. Okay. Yeah. And you said that new address is? I believe that they got all my old information as well, but yeah, the address should be 2869. I literally just did the paperwork. Yep. So their system is different from ours. Until we, till we, um... Unless you call with us, the, the information doesn't get updated unless we receive a new form, um, and I don't see a new form on your file. Like, I do... I just did it like... I thought about it. Let me see the one on the last time she texted. Oh. Actually, there is a form on file for you. I'm not sure why your information wasn't updated. December 23rd. I'm sorry, I didn't hear you. Oh, yeah, I do have a new form on file. I'm not sure why your information wasn't updated. It made of, may have came because it's all done correctly, it may have just came through, um, and did your enrollment and not updated your, your information. Okay. And you, and you said that the address is? Repeat your whole address for me so I can update that information. 2869 North 37th Milwaukee, Wisconsin, 53210. Okay. And I have your phone number as 414-999-5408. Yes, ma'am. And I have your email address as simonemccroy96@gmail.com. Yes, ma'am. Okay, let's take a look here. Okay, so the car- the, the account will only say employee plus child, but, um, we do have two children on listed for you. Okay. Um, we... And it's supposed to be for, for employee plus child, correct? Or is it supposed to be for them? Yeah, like one of them, I had signed up for the family plan and put my... I was under the assumption that when we filled out the paperwork I would already be on there and I had put my child, my two child-children. Okay. Yep. So you would be... You are enrolled. The, the account, they can't have coverage without you so you automatically get the coverage. Um, and then we do have the two children on here. Um, and then as far as your cards, your, um, enrollment is still pending. It takes one to two weeks from the day you enrolled or the day we receive in your information two weeks to have the deductions begin, and then the next Monday you're active. And then later that week you'll receive the dental card in the mail and then on FreeRx you would just register, um, at FreeRx.com. You'll click on member login and register there and you'll be able to see your benefit cards on that, that website. Uh, you said for the Rx, could you give me that website again? It's just FreeRx.com. FreeRx? I'm sorry. Free. Free. Three? Free. Oh, Free.

My bad, my bad. Sorry. Okay, so just go to FreeRx and sign in as a, um, new user? Yes. So you'll go to member login. Don't click join now. You'll click in member login and do new registration. Um, but you'll have to wait until you're active because it, it won't have your information in the system. Um, but once you're active, the first, um, once you see the first deduction the following Monday, you're active and then you can register then. Okay. I would wait until at least Tuesday because Monday they'll start making your policies and start making your accounts and stuff and information. So just wait until Tuesday and then you can register on FreeRx.com and you'll be able to see your, um, ID card there. Okay, okay. All right. Thank you. No problem. Thank you so much for calling. Have a great day. Cool.

## Conversation Format

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

Speaker speaker\_1: Hi. I am Simone McCroy.

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

Speaker speaker\_1: Um, I have filed for insurance and she gave me this number to call for the card and... because when I have filed out, filled out the paperwork, I got two kids on my account, but it only said spouse and child, so I was calling to correct that as well.

Speaker speaker\_0: Okay. What's the name of the staff agency you work for?

Speaker speaker\_1: Site staff.

Speaker speaker\_0: Site?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then the last four digits of your social.

Speaker speaker\_1: 3995.

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

Speaker speaker\_1: 2869 North 37th Street, Milwaukee, Wisconsin, 53210. June 6, 1996.

Speaker speaker\_0: Okay. I have a different address on file. Did you move or give a different address to the staff agency or maybe it's an old address?

Speaker speaker\_1: Um, is it 2808 North 47th Street?

Speaker speaker\_0: Yes. Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And you said that new address is?

Speaker speaker\_1: I believe that they got all my old information as well, but yeah, the address should be 2869. I literally just did the paperwork.

Speaker speaker\_0: Yep. So their system is different from ours. Until we, till we, um... Unless you call with us, the, the information doesn't get updated unless we receive a new form, um, and I don't see a new form on your file.

Speaker speaker\_1: Like, I do... I just did it like... I thought about it. Let me see the one on the last time she texted.

Speaker speaker\_0: Oh. Actually, there is a form on file for you. I'm not sure why your information wasn't updated.

Speaker speaker\_1: December 23rd. I'm sorry, I didn't hear you.

Speaker speaker\_0: Oh, yeah, I do have a new form on file. I'm not sure why your information wasn't updated. It made of, may have came because it's all done correctly, it may have just came through, um, and did your enrollment and not updated your, your information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And you, and you said that the address is? Repeat your whole address for me so I can update that information.

Speaker speaker\_1: 2869 North 37th Milwaukee, Wisconsin, 53210.

Speaker speaker\_0: Okay. And I have your phone number as 414-999-5408.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as simonemccroy96@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, let's take a look here. Okay, so the car- the, the account will only say employee plus child, but, um, we do have two children on listed for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, we... And it's supposed to be for, for employee plus child, correct? Or is it supposed to be for them?

Speaker speaker\_1: Yeah, like one of them, I had signed up for the family plan and put my... I was under the assumption that when we filled out the paperwork I would already be on there and I had put my child, my two child- children.

Speaker speaker\_0: Okay. Yep. So you would be... You are enrolled. The, the account, they can't have coverage without you so you automatically get the coverage. Um, and then we do have the two children on here. Um, and then as far as your cards, your, um, enrollment is still pending. It takes one to two weeks from the day you enrolled or the day we receive in your information two weeks to have the deductions begin, and then the next Monday you're active. And then later that week you'll receive the dental card in the mail and then on FreeRx you

would just register, um, at FreeRx.com. You'll click on member login and register there and you'll be able to see your benefit cards on that, that website.

Speaker speaker\_1: Uh, you said for the Rx, could you give me that website again?

Speaker speaker\_0: It's just FreeRx.com.

Speaker speaker\_1: FreeRx? I'm sorry.

Speaker speaker\_0: Free. Free.

Speaker speaker\_1: Three? Free. Oh, Free. My bad, my bad. Sorry. Okay, so just go to FreeRx and sign in as a, um, new user?

Speaker speaker\_0: Yes. So you'll go to member login. Don't click join now. You'll click in member login and do new registration. Um, but you'll have to wait until you're active because it, it won't have your information in the system. Um, but once you're active, the first, um, once you see the first deduction the following Monday, you're active and then you can register then.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I would wait until at least Tuesday because Monday they'll start making your policies and start making your accounts and stuff and information. So just wait until Tuesday and then you can register on FreeRx.com and you'll be able to see your, um, ID card there.

Speaker speaker\_1: Okay, okay. All right. Thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. Have a great day.

Speaker speaker\_1: Cool.