

## **Transcript: Pearl**

**Rojas-6139617703804928-5407202991587328**

### **Full Transcript**

Hi, good morning. ... Hard. My name is Jo. And what are you speaking with? Hi, my name is Stacy and I'm calling 'cause I, uh, understand that the benefits through GHG have changed, and I'm trying to figure out what the benefits are. Okay, give me one moment. And you said GHG? Yeah. Okay, ... And what are the last four digits of your social? 6169. And your address and date of birth? 121471136 Altamire Road, Lake Ariel, PA 18436. Okay, and what's a good contact number for you? 570-470-1553. Okay, that is your email address as scvsab@aol.com? Yes. Okay, so you're enrolled in the VIP Classic. If you'd like, I can send you a copy of our benefit guide and it'll show you all the services that are covered and how much they cover for each service. Okay. And how do I get a card? Wouldn't I need, like, a card to go to the doctor's? Yes. Of course, give me one moment. 'Cause they've been taking the money out since, um, beginning of February. Okay, no worries. Let me take a look here. Yep, so you are active. That card would have went to your email. The, the insurance carrier doesn't send out physicals. Um, they send out virtual copies. If you like, I can take a look to see if one's available and get it sent to you to your email. That would be great. Okay. 'Cause I'm sure if it went to my email, it probably went to junk. It's possible. Sometimes that does happen. Let me take a look here. And it is more than just phone consultations and video consultations, I'm assuming? Yes. Okay, so that card is able to be downloaded, so I'll get you that card and a copy of the benefit guide sent to you via email. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder, okay? And what would it be coming from? Info@benefitsinacard.com. Okay. And what does the VI package, VIP package include? Yep, so that's not gonna be in that guide. You're gonna just look where it says VIP, um... Give me one second. Let me- Okay. ... let's see a good card here. Okay, so you would just look under the column that says VIP Classic, and all those services are, are what's covered, and it'll show you the amount that's covered for each of them. Okay. Okay, do you have any other questions? No, I don't. Were you... Did you send that already or no? I just hit send right now. Okay 'cause I'm just... They updated the way emails come in, and they go in very weird places now, so I'm just trying to see if I get something. Let me take a look. It looks like my email's being funny as well. Um, okay, so my emails are not sending right now. Um, but soon as I, I, uh, disconnect with you, I'm gonna restart my computer and it'll be there in a couple moments. Thank you very much. No problem. Is there anything else ... To add to this? No, that's all. Thank you. Thank you so much for calling. You have a great day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good morning. ... Hard. My name is Jo. And what are you speaking with?

Speaker speaker\_1: Hi, my name is Stacy and I'm calling 'cause I, uh, understand that the benefits through GHG have changed, and I'm trying to figure out what the benefits are.

Speaker speaker\_0: Okay, give me one moment. And you said GHG?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, ... And what are the last four digits of your social?

Speaker speaker\_1: 6169.

Speaker speaker\_0: And your address and date of birth?

Speaker speaker\_1: 121471136 Altamire Road, Lake Ariel, PA 18436.

Speaker speaker\_0: Okay, and what's a good contact number for you?

Speaker speaker\_1: 570-470-1553.

Speaker speaker\_0: Okay, that is your email address as scvsab@aol.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so you're enrolled in the VIP Classic. If you'd like, I can send you a copy of our benefit guide and it'll show you all the services that are covered and how much they cover for each service.

Speaker speaker\_1: Okay. And how do I get a card? Wouldn't I need, like, a card to go to the doctor's?

Speaker speaker\_0: Yes. Of course, give me one moment.

Speaker speaker\_1: 'Cause they've been taking the money out since, um, beginning of February.

Speaker speaker\_0: Okay, no worries. Let me take a look here. Yep, so you are active. That card would have went to your email. The, the insurance carrier doesn't send out physicals. Um, they send out virtual copies. If you like, I can take a look to see if one's available and get it sent to you to your email.

Speaker speaker\_1: That would be great.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 'Cause I'm sure if it went to my email, it probably went to junk.

Speaker speaker\_0: It's possible. Sometimes that does happen. Let me take a look here.

Speaker speaker\_1: And it is more than just phone consultations and video consultations, I'm assuming?

Speaker speaker\_0: Yes. Okay, so that card is able to be downloaded, so I'll get you that card and a copy of the benefit guide sent to you via email. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder, okay?

Speaker speaker\_1: And what would it be coming from?

Speaker speaker\_0: Info@benefitsinacard.com.

Speaker speaker\_1: Okay. And what does the VI package, VIP package include?

Speaker speaker\_0: Yep, so that's not gonna be in that guide. You're gonna just look where it says VIP, um... Give me one second. Let me-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... let's see a good card here. Okay, so you would just look under the column that says VIP Classic, and all those services are, are what's covered, and it'll show you the amount that's covered for each of them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, do you have any other questions?

Speaker speaker\_1: No, I don't. Were you... Did you send that already or no?

Speaker speaker\_0: I just hit send right now.

Speaker speaker\_1: Okay 'cause I'm just... They updated the way emails come in, and they go in very weird places now, so I'm just trying to see if I get something.

Speaker speaker\_0: Let me take a look. It looks like my email's being funny as well. Um, okay, so my emails are not sending right now. Um, but soon as I, I, uh, disconnect with you, I'm gonna restart my computer and it'll be there in a couple moments.

Speaker speaker\_1: Thank you very much.

Speaker speaker\_0: No problem. Is there anything else ... To add to this?

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. Bye.