

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else was just speaking with? Jonathan McKinnon. And how can I assist you? Um, I really... I just got a text message saying to call this number. I really didn't even know what it was for. It said- Can you... Huh? What? ... congrats with the job with Innovative Staff Solutions and it said to call this number. Um, I was like, what's Benefits with the Card? Okay so Innovative Staff Solution offers healthcare, um, benefits to their employees, medical, dental, vision, short-term disability, stuff like that, life insurance. Um, the price depends on how many plans you choose and who you want to cover, and it's something that's deducted from your check every week. All right. How much would it be for just me? Medical? Well, that depends. Hm, just medical? Yes. Let me take a look. Give me one moment. Okay, so there's actually two different plans that you can choose from. You can choose the Ensure Plus Basics, that is 16.29 a week for just yourself, or the Ensure Plus Enhanced, that is 22.94 a week for just yourself. All right. And does... Do you know if the first one covers like doing inpatient, um, intensive outpatient therapy or anything like that? I'm not sure but I can definitely give you a phone number that you can call and they can ask you, answer those questions before you actually enroll. All right. All right. Whenever you're ready. I'm ready. It's 601- Okay. 936- All right. 3... 3290. 2... 601-936-3290. Mm-hmm. Yes. And her name is Ms. Delicia and then you just leave her a voicemail and she'll give you a call back. All right. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else was just speaking with?

Speaker speaker_2: Jonathan McKinnon.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I really... I just got a text message saying to call this number. I really didn't even know what it was for. It said-

Speaker speaker_1: Can you... Huh? What?

Speaker speaker_2: ... congrats with the job with Innovative Staff Solutions and it said to call this number. Um, I was like, what's Benefits with the Card?

Speaker speaker_1: Okay so Innovative Staff Solution offers healthcare, um, benefits to their employees, medical, dental, vision, short-term disability, stuff like that, life insurance. Um, the price depends on how many plans you choose and who you want to cover, and it's something that's deducted from your check every week.

Speaker speaker_2: All right. How much would it be for just me? Medical?

Speaker speaker_1: Well, that depends. Hm, just medical?

Speaker speaker_2: Yes.

Speaker speaker_1: Let me take a look. Give me one moment. Okay, so there's actually two different plans that you can choose from. You can choose the Ensure Plus Basics, that is 16.29 a week for just yourself, or the Ensure Plus Enhanced, that is 22.94 a week for just yourself.

Speaker speaker_2: All right. And does... Do you know if the first one covers like doing inpatient, um, intensive outpatient therapy or anything like that?

Speaker speaker_1: I'm not sure but I can definitely give you a phone number that you can call and they can ask you, answer those questions before you actually enroll.

Speaker speaker_2: All right. All right.

Speaker speaker_1: Whenever you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: It's 601-

Speaker speaker_2: Okay.

Speaker speaker_1: 936-

Speaker speaker_2: All right.

Speaker speaker_1: 3... 3290.

Speaker speaker_2: 2... 601-936-3290.

Speaker speaker_1: Mm-hmm. Yes. And her name is Ms. Delicia and then you just leave her a voicemail and she'll give you a call back.

Speaker speaker_2: All right. Thank you.