

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 do I have the pleasure of speaking with? Hi, Pearl. This is Christopher Milton. And how can I assist you? Uh, today I was, I wa- so I'm, I'm working for ManCan right now but today I'm trying to get, uh, benefits. Okay, you said you're working for ManCan? Yes. And what are the last four digits of your social? 9495. And repeat your name for me. Christopher Milton. It's, it's spelled C-R-I-S-T-O-F-T-E-R. Okay, so how long have you been working for ManCan? Uh, about 40 days. 'Cause I can't find an account with your name on it. Oh, was, was Christopher spelled right? I don't have a, any type of Christopher or anything that looks similar. You said 9495, correct? Yes. No, I don't. Um, and you said it's about, been about 20 days? About, about 30 to 40 days. Maybe some more. Okay, I can try creating your account. I will need your full social and we can see if an account comes up that way, um, but I'm not finding one w- with one with just the last four. Okay, all right. Okay, what is your full social? All right, 288-0294-9495. Yeah, for some reason we don't have an account with you with ManCan. Um, if you'd like I can go ahead and m- like I said, create you an account and then we can get you enrolled from there. So, do I need to speak to my recruiter for the reason why there's not an account with you guys? 'Cause I'm s- I'm supposed to start work on Monday. Well, we're just a healthcare benefits so it won't affect your, um, job or it doesn't affect your position or anything. It's just for your healthcare. It could be that they haven't sent it over yet or, you know, um, something like that. But it, it doesn't affect your job. You can speak to them but it doesn't affect your job or your position. Okay, do you all help with Direct Deposit too or is that another no issue out of the company? No, that would be with your recruiter. Okay. Okay, go ahead and spell your name for me again. You said it was differently spelled, correct? C-R-T-O-F-T-E-R. And you said the last name is Milton? Yes, M-I-L-T-O-N. Yep, okay. And what is your full address? 3979 East 189th Street. The zip code is 44122. And the city and state? Uh, Cleveland, Ohio. And your date of birth? 11/5/97. And your phone number? I'm sorry? Your phone number? 216-302-9226. All right, and a good email address. Um, first name, last name, 19@gmail.com. All righty, and do you know what you're wanting to enroll in today? Uh, today I wanted to enroll into medical, dental and vision. Okay, and as far as medical did you want to do, um, the VIP Standard for \$16.22 a week or the VIP Classic for \$17.88 a week? The difference between the two is the dollar amount that they cover for each service. Okay, um, what would this, like the stipulations be? Like, what are, like the rules and stuff with, like the medical? So medical doesn't have any copays or deductibles, they only c- but they cover at a set dollar amount. Um, you're not required to see a doctor in a network. You just need to make sure that they accept your insurance coverage. Okay, okay. All right, um, go ahead and, uh, well I should have called my doctor's office first to see if they accept your guys' insurance.

You could. Okay. Okay. All right, um, I'll, I'm going ahead and just sign up then if they don't accept it, I'm probably just gonna cancel or something. I think they should though. Um, are you able to see if certain hospitals do take your guys' insurance? Um, I have a phone number and website that you can call or go to but, um, me myself, I don't. Okay, okay. All right, well, um, yeah, what's the phone number? I want to call them to see if, uh, they would, uh, cover my doctor's visits. Okay, give me one moment. And how soon would the insurance kick in? So it takes one to two weeks to process, um, and then the following Monday you become active after we receive the first deduction. Okay. All right. Okay, so give me one moment, let me get you that phone number. Okay, so that phone number is 1-800- 1-800- 457- 457- 1403. Okay. All right, I'll give you a call right back. All right, so did you want to go, so we're waiting on the enrollment, correct? What do you mean? Did you want to go ahead and enro- enroll or wait until you've figured that out? Um, yeah, let me give them a call real quick and see if they accept, uh, my doctor's, see if they, like, cover my doctor's visits and, um, I can give you a ring right back. Okay, so I'm gonna go ahead and, um, note to your account that you're interested in enrolling in those three plans, um, but that you're gonna find your provider first. Okay. Okay. All righty. Thank you so much for calling. You have a great day. You too.

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 do I have the pleasure of speaking with?

Speaker speaker_2: Hi, Pearl. This is Christopher Milton.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, today I was, I wa- so I'm, I'm working for ManCan right now but today I'm trying to get, uh, benefits.

Speaker speaker_1: Okay, you said you're working for ManCan?

Speaker speaker_2: Yes.

Speaker speaker_1: And what are the last four digits of your social?

Speaker speaker_2: 9495.

Speaker speaker_1: And repeat your name for me.

Speaker speaker_2: Christopher Milton. It's, it's spelled C-R-I-S-T-O-F-T-E-R.

Speaker speaker_1: Okay, so how long have you been working for ManCan?

Speaker speaker_2: Uh, about 40 days.

Speaker speaker_1: 'Cause I can't find an account with your name on it.

Speaker speaker_2: Oh, was, was Christopher spelled right?

Speaker speaker_1: I don't have a, any type of Christopher or anything that looks similar. You said 9495, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: No, I don't. Um, and you said it's about, been about 20 days?

Speaker speaker_2: About, about 30 to 40 days.

Speaker speaker_1: Maybe some more. Okay, I can try creating your account. I will need your full social and we can see if an account comes up that way, um, but I'm not finding one w- with one with just the last four.

Speaker speaker_2: Okay, all right.

Speaker speaker_1: Okay, what is your full social?

Speaker speaker_2: All right, 288-0294-9495.

Speaker speaker_1: Yeah, for some reason we don't have an account with you with ManCan. Um, if you'd like I can go ahead and m- like I said, create you an account and then we can get you enrolled from there.

Speaker speaker_2: So, do I need to speak to my recruiter for the reason why there's not an account with you guys? 'Cause I'm s- I'm supposed to start work on Monday.

Speaker speaker_1: Well, we're just a healthcare benefits so it won't affect your, um, job or it doesn't affect your position or anything. It's just for your healthcare. It could be that they haven't sent it over yet or, you know, um, something like that. But it, it doesn't affect your job. You can speak to them but it doesn't affect your job or your position.

Speaker speaker_2: Okay, do you all help with Direct Deposit too or is that another no issue out of the company?

Speaker speaker_1: No, that would be with your recruiter.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, go ahead and spell your name for me again. You said it was differently spelled, correct?

Speaker speaker_2: C-R-T-O-F-T-E-R.

Speaker speaker_1: And you said the last name is Milton?

Speaker speaker_2: Yes, M-I-L-T-O-N.

Speaker speaker_1: Yep, okay. And what is your full address?

Speaker speaker_2: 3979 East 189th Street. The zip code is 44122.

Speaker speaker_1: And the city and state?

Speaker speaker_2: Uh, Cleveland, Ohio.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11/5/97.

Speaker speaker_1: And your phone number?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Your phone number?

Speaker speaker_2: 216-302-9226.

Speaker speaker_1: All right, and a good email address.

Speaker speaker_2: Um, first name, last name, 19@gmail.com.

Speaker speaker_1: All righty, and do you know what you're wanting to enroll in today?

Speaker speaker_2: Uh, today I wanted to enroll into medical, dental and vision.

Speaker speaker_1: Okay, and as far as medical did you want to do, um, the VIP Standard for \$16.22 a week or the VIP Classic for \$17.88 a week? The difference between the two is the dollar amount that they cover for each service.

Speaker speaker_2: Okay, um, what would this, like the stipulations be? Like, what are, like the rules and stuff with, like the medical?

Speaker speaker_1: So medical doesn't have any copays or deductibles, they only c- but they cover at a set dollar amount. Um, you're not required to see a doctor in a network. You just need to make sure that they accept your insurance coverage.

Speaker speaker_2: Okay, okay. All right, um, go ahead and, uh, well I should have called my doctor's office first to see if they accept your guys' insurance.

Speaker speaker_1: You could.

Speaker speaker_2: Okay. Okay. All right, um, I'll, I'm going ahead and just sign up then if they don't accept it, I'm probably just gonna cancel or something. I think they should though. Um, are you able to see if certain hospitals do take your guys' insurance?

Speaker speaker_1: Um, I have a phone number and website that you can call or go to but, um, me myself, I don't.

Speaker speaker_2: Okay, okay. All right, well, um, yeah, what's the phone number? I want to call them to see if, uh, they would, uh, cover my doctor's visits.

Speaker speaker_1: Okay, give me one moment.

Speaker speaker_2: And how soon would the insurance kick in?

Speaker speaker_1: So it takes one to two weeks to process, um, and then the following Monday you become active after we receive the first deduction.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Okay, so give me one moment, let me get you that phone number. Okay, so that phone number is 1-800-

Speaker speaker_2: 1-800-

Speaker speaker_1: 457-

Speaker speaker_2: 457-

Speaker speaker_1: 1403.

Speaker speaker_2: Okay. All right, I'll give you a call right back.

Speaker speaker_1: All right, so did you want to go, so we're waiting on the enrollment, correct?

Speaker speaker_2: What do you mean?

Speaker speaker_1: Did you want to go ahead and enro- enroll or wait until you've figured that out?

Speaker speaker_2: Um, yeah, let me give them a call real quick and see if they accept, uh, my doctor's, see if they, like, cover my doctor's visits and, um, I can give you a ring right back.

Speaker speaker_1: Okay, so I'm gonna go ahead and, um, note to your account that you're interested in enrolling in those three plans, um, but that you're gonna find your provider first.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.