

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who-the-Hell-is-This you're speaking with? Um, Davey Aaron. And how can I assist you? Hey, I called yesterday. I was at, um, the hospital getting some tests on me. Hey, um, I wanted to make sure that, um, the insurance... I was supposed to renew my insurance yesterday and that's what I did. I was going to show you what was, what was all added. I told them to just go ahead and do it 'cause I was at the ER, I was trying to get tested. Okay. What's- Tried to get my blood sugar under control. Okay. What's the name of the staffing agency you work for? Uh, Davey Aaron. The name of the staffing agency. Oh, uh, Wagner. I'm sorry. And the last four digits of your Social? 2452. All right. And if you can confirm your address and date of birth for me. All right. Um, 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30656. And your date of birth? 6/21/'78. All right. And I have your phone number as 268-4989? Yes, ma'am. And I have your email address as L-E-N-O-I-S-E, uh, aaron41@gmail.com? Yes, ma'am. Okay, so I have you down, um, for your M.E.C. stan- uh, M.E.C. stand alone, which is your preventive health, dental and vision for employee only. Yeah, um, dental and eye vision? Yes, dental and vision, um, and then your... You kept your M.E.C. stand alone. Yeah. What is that supposed to mean that, um... I kept what? I kept the... So the M.E.C. is preventive health, so your immunizations, your annual physicals, some STD screenings, some cancer screenings, blood pressure, diabetes, those kinds of screenings. Um, that plan doesn't cover you going to the doctor or ER. It just covers your preventative services. Let me take a look. You do have- I want something. Go ahead. Go ahead? I want something like cover my insu... Um, 'cause I, I'm a diabetic and I need to get the insulin shot, but right now I can't afford it 'cause it's so much money. Um, let's see. I can give you a phone number to the insurance carrier where you can ask, um, which of the two medical plans covers that if one of them do. One of them two do. Um, give me one second. Let's see. The f-... I know the Free Rx plan has the diabetic program. Um, give me one second. Mm, this one is available through membership, files, pens. Um, yeah, the diabetic program is for, uh, is for, like, um, insulin. Mm-hmm. Yeah, the only thing that I can really recommend is giving... Is speaking with the insurance carrier for the m- actual medical plans and see if your shot would be covered in any of those plans. Um, because with the plan you have now, it's currently not. It's just preventive health. Yeah, let me see, uh, see if that calls you in. Okay. Whenever you're ready, I can give you that phone number. Say what now? Whenever you're ready, I can give you the phone number. Um, you'll have to call and leave a voicemail, and then they'll be able to answer your questions before actually enrolling to, in, into any of those medical plans. All right. Hold on a minute. I'm gonna... Hang on a minute. Mm-hmm. All right. Okay, the, the lady's name is Miss Delicia and her phone number is 6- How do you spell that? D-E-L-I-C-I-A. All right. And that

phone number is 601-936-3290. 93290. 1-936-3290? It's, so it's 601-936-3290. Oh, shit. Oh, hold on. Let me go... Let's do it over because, um, I think I missed Okay. All right, what is it now? It is 601- All right. ... 936-3290. 3290. All right, cool. Thank you so much. No problem. Thank you so much for calling. You have a great day. Love you too. Bye bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who-the-Hell-is-This you're speaking with?

Speaker speaker_2: Um, Davey Aaron.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Hey, I called yesterday. I was at, um, the hospital getting some tests on me. Hey, um, I wanted to make sure that, um, the insurance... I was supposed to renew my insurance yesterday and that's what I did. I was going to show you what was, what was all added. I told them to just go ahead and do it 'cause I was at the ER, I was trying to get tested.

Speaker speaker_1: Okay. What's-

Speaker speaker_2: Tried to get my blood sugar under control.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Davey Aaron.

Speaker speaker_1: The name of the staffing agency.

Speaker speaker_2: Oh, uh, Wagner. I'm sorry.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 2452.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker_2: All right. Um, 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30656.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 6/21/'78.

Speaker speaker_1: All righty. And I have your phone number as 268-4989?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as L-E-N-O-I-S-E, uh, aaron41@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, so I have you down, um, for your M.E.C. stan- uh, M.E.C. stand alone, which is your preventive health, dental and vision for employee only.

Speaker speaker_2: Yeah, um, dental and eye vision?

Speaker speaker_1: Yes, dental and vision, um, and then your... You kept your M.E.C. stand alone.

Speaker speaker_2: Yeah. What is that supposed to mean that, um... I kept what? I kept the...

Speaker speaker_1: So the M.E.C. is preventive health, so your immunizations, your annual physicals, some STD screenings, some cancer screenings, blood pressure, diabetes, those kinds of screenings. Um, that plan doesn't cover you going to the doctor or ER. It just covers your preventative services. Let me take a look. You do have-

Speaker speaker_2: I want something. Go ahead.

Speaker speaker_1: Go ahead?

Speaker speaker_2: I want something like cover my insu... Um, 'cause I, I'm a diabetic and I need to get the insulin shot, but right now I can't afford it 'cause it's so much money.

Speaker speaker_1: Um, let's see. I can give you a phone number to the insurance carrier where you can ask, um, which of the two medical plans covers that if one of them do. One of them two do. Um, give me one second. Let's see. The f-... I know the Free Rx plan has the diabetic program. Um, give me one second. Mm, this one is available through membership, files, pens. Um, yeah, the diabetic program is for, uh, is for, like, um, insulin. Mm-hmm. Yeah, the only thing that I can really recommend is giving... Is speaking with the insurance carrier for the m- actual medical plans and see if your shot would be covered in any of those plans. Um, because with the plan you have now, it's currently not. It's just preventive health.

Speaker speaker_2: Yeah, let me see, uh, see if that calls you in.

Speaker speaker_1: Okay. Whenever you're ready, I can give you that phone number.

Speaker speaker_2: Say what now?

Speaker speaker_1: Whenever you're ready, I can give you the phone number. Um, you'll have to call and leave a voicemail, and then they'll be able to answer your questions before actually enrolling to, in, into any of those medical plans.

Speaker speaker_2: All right. Hold on a minute. I'm gonna... Hang on a minute.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right.

Speaker speaker_1: Okay, the, the lady's name is Miss Delicia and her phone number is 6-

Speaker speaker_2: How do you spell that?

Speaker speaker_1: D-E-L-I-C-I-A.

Speaker speaker_2: All right.

Speaker speaker_1: And that phone number is 601-936-3290.

Speaker speaker_2: 93290. 1-936-3290?

Speaker speaker_1: It's, so it's 601-936-3290.

Speaker speaker_2: Oh, shit. Oh, hold on. Let me go... Let's do it over because, um, I think I missed

Speaker speaker_3: Okay.

Speaker speaker_2: All right, what is it now?

Speaker speaker_1: It is 601-

Speaker speaker_2: All right.

Speaker speaker_1: ... 936-3290.

Speaker speaker_2: 3290. All right, cool. Thank you so much.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Love you too. Bye bye.