

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 does, was I speaking with? Uh, this is, uh, Leo. My name is Sean. Yes, you. Um, I am calling to see if y'all can verify that I have benefits and, if not, when they would take effect. Okay. What is the name of the staff agency you work for? Um, Focus? Um... What are they called? Oh, it's in Shelbyville, Kentucky. I'm gonna say it's Focus Workforce. Focus. Okay, and the last four digits of your social? 1630. All righty. Do you need to verify your address and date of birth? Uh, 342 Westland Drive, Frankfurt, Kentucky. I'm sorry. Uh, and my birthday's 2/7/78. I'm sorry, can you repeat your address for me? Oh, uh, 342 Westland Drive, Frankfurt, Kentucky. And I have your... I have your phone number as 502-682-4383. Yuppie. And I have your... Gmail account? I lost you. Say that again. I have your email address as sperry4523@gmail.com? Yep. All righty. So, yes, I do have you enrolled in Vision VIP Standard, which is your medical, behavioral health and free Rx. Okay. Um, now, is there any way... 'Cause I use maintenance, um, um, uh, medicine, and I'm kinda low on some of 'em. Is there any way you could email me a copy of proof that I have insurance so I can start making doctors' appointments? So, do you need my card? Yeah. Can you copy... Email me a copy of my card? Just something stating that... You know, so I can start making appointments? Um, so your coverage just became active today, so they're... They just started making your account and policy numbers. Um, you can give the doctor our number with coverage, but there's still not something generated for me to send you. Okay. Um, how soon would you be able to email me something, do you know? How about Wednesday? About Wednesday? Mm-hmm. Okay. I, I doubt I'm gonna get any appointments by then anyhow, so, um, should I call you back Wednesday? Or are you just gonna go ahead and do that for me? Or... You're gonna have to give us a call back. All right. I can do that. All righty. Thank you so much for calling. You have a great day. All right. You too. 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 does, was I speaking with?

Speaker speaker_2: Uh, this is, uh, Leo. My name is Sean.

Speaker speaker_1: Yes, you.

Speaker speaker_2: Um, I am calling to see if y'all can verify that I have benefits and, if not, when they would take effect.

Speaker speaker_1: Okay. What is the name of the staff agency you work for?

Speaker speaker_2: Um, Focus? Um... What are they called? Oh, it's in Shelbyville, Kentucky. I'm gonna say it's Focus Workforce.

Speaker speaker_1: Focus. Okay, and the last four digits of your social?

Speaker speaker_2: 1630.

Speaker speaker_1: All righty. Do you need to verify your address and date of birth?

Speaker speaker_2: Uh, 342 Westland Drive, Frankfurt, Kentucky. I'm sorry. Uh, and my birthday's 2/7/78.

Speaker speaker_1: I'm sorry, can you repeat your address for me?

Speaker speaker_2: Oh, uh, 342 Westland Drive, Frankfurt, Kentucky.

Speaker speaker_1: And I have your... I have your phone number as 502-682-4383.

Speaker speaker_2: Yuppie.

Speaker speaker_1: And I have your... Gmail account?

Speaker speaker_2: I lost you. Say that again.

Speaker speaker_1: I have your email address as sperry4523@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All righty. So, yes, I do have you enrolled in Vision VIP Standard, which is your medical, behavioral health and free Rx.

Speaker speaker_2: Okay. Um, now, is there any way... 'Cause I use maintenance, um, um, uh, medicine, and I'm kinda low on some of 'em. Is there any way you could email me a copy of proof that I have insurance so I can start making doctors' appointments?

Speaker speaker_1: So, do you need my card?

Speaker speaker_2: Yeah. Can you copy... Email me a copy of my card? Just something stating that... You know, so I can start making appointments?

Speaker speaker_1: Um, so your coverage just became active today, so they're... They just started making your account and policy numbers. Um, you can give the doctor our number with coverage, but there's still not something generated for me to send you.

Speaker speaker_2: Okay. Um, how soon would you be able to email me something, do you know?

Speaker speaker_1: How about Wednesday?

Speaker speaker_2: About Wednesday?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. I, I doubt I'm gonna get any appointments by then anyhow, so, um, should I call you back Wednesday? Or are you just gonna go ahead and do that for me? Or...

Speaker speaker_1: You're gonna have to give us a call back.

Speaker speaker_2: All right. I can do that.

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

Speaker speaker_2: All right. You too. Bye.