

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefit Then Card. My name is Pearl . Who would I like speaking with? Uh, hi. My name's Christina Parker. Um, I had gotten a, uh, medical card through Surge and I was curious if it was just for medical or if I was getting dental with it too. Okay. I can definitely assist you with that. So did the card... Did you sign up for benefits or you just received the card? Uh, I just received it in the mail. I didn't, I didn't sign up for anything. But apparently I'm paying, I'm paying \$15 for it. Yes. So that's what that, um, plan is, is a preventative health plan. So it covers just like your annual physical, some STD screenings, some cancer screenings, blood pressure, diabetes, those kinds of things. It doesn't actually cover you going to the doctor or ER, it just covers preventative health. Okay. It don't cover for dental or anything like that? No, ma'am. No. Uh, can, uh... Is there any way of getting it through dental? I can definitely take a look and see if you're still eligible. What are the last four digits of your social? 0680. Okay. And repeat your name for me. Do what? Repeat your name. Christina Parker. C-H-R-I-S-T-I-N-A. All righty. And just verify your address and date of birth for me. Uh, 2807 Bethel Road, Pawpaw, West Virginia, 25434. And then birthday is May, uh, 05/03/1997. Okay. So I have a different address on file for you. Did you recently move or give a different one to the, to the staffing? Uh, I just, I just moved. I, I was at 13 ends way, but I moved back to Pawpaw. Okay. And you said that was 2807... Bethel Road. And you said Pawpaw? Yeah. P-A-W-P-A-W. And that's still West Virginia? Yes. All righty. And I have your phone number as 540-539-2826. 539-2826. And I have your email address as chris_parker1997@Yahoo.com? Yes. All righty. So taking a look here, you're not eligible to, to add any plans, um, anymore. You would have to either wait for open enrollment, which for Surge is in August, um, or have a qualified life event occur, which is something like marriage, divorce, birth of a child, adoption of a child, loss of coverage elsewhere, or turning the age of 18. Oh, okay. Um, but you can cancel the plan if you don't want the plan, it's not something that works for you, you can cancel it for, if you like. Yeah, I want, I want the medical plan, uh, canceled. I, I already have medical through the state. I... It was just thrown on me, I didn't know what it was. Okay. No worries. I can definitely get that canceled for you. Cancellations do take one to two weeks to process, so you may see one or two more deductions, but at most it'd be two. Okay. Do you have any questions? Nope. All righty. Thank you so much for calling. You have a great day. Okay. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefit Then Card. My name is Pearl . Who would I like speaking with? Uh, hi. My name's Christina Parker. Um, I had gotten a, uh, medical card through Surge and I was curious if it was just for medical or if I was getting dental with it too.

Speaker speaker_0: Okay. I can definitely assist you with that. So did the card... Did you sign up for benefits or you just received the card?

Speaker speaker_1: Uh, I just received it in the mail. I didn't, I didn't sign up for anything. But apparently I'm paying, I'm paying \$15 for it.

Speaker speaker_0: Yes. So that's what that, um, plan is, is a preventative health plan. So it covers just like your annual physical, some STD screenings, some cancer screenings, blood pressure, diabetes, those kinds of things. It doesn't actually cover you going to the doctor or ER, it just covers preventative health.

Speaker speaker_1: Okay. It don't cover for dental or anything like that?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: No. Uh, can, uh... Is there any way of getting it through dental?

Speaker speaker_0: I can definitely take a look and see if you're still eligible. What are the last four digits of your social?

Speaker speaker_1: 0680.

Speaker speaker_0: Okay. And repeat your name for me.

Speaker speaker_1: Do what?

Speaker speaker_0: Repeat your name.

Speaker speaker_1: Christina Parker. C-H-R-I-S-T-I-N-A.

Speaker speaker_0: All righty. And just verify your address and date of birth for me.

Speaker speaker_1: Uh, 2807 Bethel Road, Pawpaw, West Virginia, 25434. And then birthday is May, uh, 05/03/1997.

Speaker speaker_0: Okay. So I have a different address on file for you. Did you recently move or give a different one to the, to the staffing?

Speaker speaker_1: Uh, I just, I just moved. I, I was at 13 ends way, but I moved back to Pawpaw.

Speaker speaker_0: Okay. And you said that was 2807...

Speaker speaker_1: Bethel Road.

Speaker speaker_0: And you said Pawpaw?

Speaker speaker_1: Yeah. P-A-W-P-A-W.

Speaker speaker_0: And that's still West Virginia?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And I have your phone number as 540-539-2826.

Speaker speaker_1: 539-2826.

Speaker speaker_0: And I have your email address as chris_parker1997@Yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So taking a look here, you're not eligible to, to add any plans, um, anymore. You would have to either wait for open enrollment, which for Surge is in August, um, or have a qualified life event occur, which is something like marriage, divorce, birth of a child, adoption of a child, loss of coverage elsewhere, or turning the age of 18.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, but you can cancel the plan if you don't want the plan, it's not something that works for you, you can cancel it for, if you like.

Speaker speaker_1: Yeah, I want, I want the medical plan, uh, canceled. I, I already have medical through the state. I... It was just thrown on me, I didn't know what it was.

Speaker speaker_0: Okay. No worries. I can definitely get that canceled for you. Cancellations do take one to two weeks to process, so you may see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Nope.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Bye.