

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I leave you with? Hi, Pearl. My name is Lisa Anderson. How can I assist you? Um, I was calling because I have received a card in the mail, and it must have been a benefit card. And, um, I'm trying to see what, what that was about, because I just received it. Okay. Do you work for a staffing agency? I do. AmeriStaff. All right. So AmeriStaff offers healthcare sorry, healthcare benefits to their employees; um, medical, dental, vision, short-term disability, preventative health. Um, they do have an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to decline or enroll in plans of your choice, they automatically enroll you in a, a plan that's deducted from your check every week. Okay, so obviously I'm not already enrolled because I, I received the card. Um, so you could have been auto-enrolled. You could have filled out some forms when you did your onboarding. What is your last name, please? 5784. And if you can give your birthdate, that'd be great. Um, 29604 Stoney Mountain Road. 36784... Um, 1. Let me begin with 24112, 36784 is my birthdate. 3674? That's right. Um, is your phone number 276-732-0942? Yes, ma'am. And your email address BigLisa289@gmail.com? Yes, ma'am. Good. Will you confirm your full social so I can change your date of birth? We have a different one on file. Wait a minute. What did you say? Um, could you confirm your full social to change your date of birth? Um, we have a different date of birth on file for you. Um, my social is 230-475784. And... My birthdate is 3/6/74. 3/6/74, okay. So yes, you are automatically enrolled in the VIP Standard, which is a medical plan, and this plan is \$17.62 a week. And your card's currently active. Okay, so can I get my teeth cleaned on this card? A cleaning? I'm sorry, can you repeat your what? Can I get a teeth cleaning? A teeth cleaning? No, so this is a medical card. The dental would be separate, um, but you are no longer eligible to add on that dental. Oh. So it's just medical? Yes. So what medical... Um, I mean, you know, what could I use it for, as far as the medical? So I can be sure I'm made. Yep, so you can, with your VIP Standard, um... One moment. So it- It, uh, covers... What? So it just automatically, 'cause I never filled out no papers or nothing. But why would it automatically just give me medical and not dental and vision? 'Cause AmeriStaff's auto-enroll pro- auto-enrollment program is only for that, that one medical plan. Um, but if you were to have called and you could have enrolled into dental, vision, medical, short-term disability. But because you didn't call to enroll in anything or decline, that's the plan they use for auto-enrollment. Oh, okay. I didn't know. I was just so... I was just shocked when I got this card. I didn't even know. I never got no paperwork, nothing. I just happened to look in my mail and I had this card. Yeah, that's... So that's what happened there. Um, let me... Before medical care, I got some medical history when I first began the, um, the machine 'cause I did a, did a CPAP. So, um, I's supposed to be getting a machine. An, um, you know, yeah, an oxygen machine. So would it help? Um, I'm not sure if that's covered. What? If the insurance

carries some of the costs for you. Um, I'm not sure if, if that's something that they cover. Uh... Would you want me to go ahead and, and transfer you over to them, see if that's something that they cover so you can use your card? Yeah, please. All right. Thank you so much for calling. You have a great day. Thank you. You, too.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I leave you with?

Speaker speaker_1: Hi, Pearl. My name is Lisa Anderson.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, I was calling because I have received a card in the mail, and it must have been a benefit card. And, um, I'm trying to see what, what that was about, because I just received it.

Speaker speaker_0: Okay. Do you work for a staffing agency?

Speaker speaker_1: I do. AmeriStaff.

Speaker speaker_0: All right. So AmeriStaff offers healthcare sorry, healthcare benefits to their employees; um, medical, dental, vision, short-term disability, preventative health. Um, they do have an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to decline or enroll in plans of your choice, they automatically enroll you in a, a plan that's deducted from your check every week.

Speaker speaker_1: Okay, so obviously I'm not already enrolled because I, I received the card.

Speaker speaker_0: Um, so you could have been auto-enrolled. You could have filled out some forms when you did your onboarding. What is your last name, please?

Speaker speaker_1: 5784.

Speaker speaker_0: And if you can give your birthdate, that'd be great.

Speaker speaker_1: Um, 29604 Stoney Mountain Road. 36784... Um, 1. Let me begin with 24112, 36784 is my birthdate.

Speaker speaker_0: 3674?

Speaker speaker_1: That's right.

Speaker speaker_0: Um, is your phone number 276-732-0942?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your email address BigLisa289@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Good. Will you confirm your full social so I can change your date of birth? We have a different one on file.

Speaker speaker_1: Wait a minute. What did you say?

Speaker speaker_0: Um, could you confirm your full social to change your date of birth? Um, we have a different date of birth on file for you.

Speaker speaker_1: Um, my social is 230-475784.

Speaker speaker_0: And...

Speaker speaker_1: My birthdate is 3/6/74.

Speaker speaker_0: 3/6/74, okay. So yes, you are automatically enrolled in the VIP Standard, which is a medical plan, and this plan is \$17.62 a week. And your card's currently active.

Speaker speaker_1: Okay, so can I get my teeth cleaned on this card? A cleaning?

Speaker speaker_0: I'm sorry, can you repeat your what?

Speaker speaker_1: Can I get a teeth cleaning? A teeth cleaning?

Speaker speaker_0: No, so this is a medical card. The dental would be separate, um, but you are no longer eligible to add on that dental.

Speaker speaker_1: Oh. So it's just medical?

Speaker speaker_0: Yes.

Speaker speaker_1: So what medical... Um, I mean, you know, what could I use it for, as far as the medical? So I can be sure I'm made.

Speaker speaker_0: Yep, so you can, with your VIP Standard, um... One moment.

Speaker speaker_1: So it-

Speaker speaker_0: It, uh, covers... What?

Speaker speaker_1: So it just automatically, 'cause I never filled out no papers or nothing. But why would it automatically just give me medical and not dental and vision?

Speaker speaker_0: 'Cause AmeriStaff's auto-enroll pro- auto-enrollment program is only for that, that one medical plan. Um, but if you were to have called and you could have enrolled into dental, vision, medical, short-term disability. But because you didn't call to enroll in anything or decline, that's the plan they use for auto-enrollment.

Speaker speaker_1: Oh, okay. I didn't know. I was just so... I was just shocked when I got this card. I didn't even know. I never got no paperwork, nothing. I just happened to look in my mail and I had this card.

Speaker speaker_0: Yeah, that's... So that's what happened there. Um, let me...

Speaker speaker_1: Before medical care, I got some medical history when I first began the, um, the machine 'cause I did a, did a CPAP. So, um, I's supposed to be getting a machine. An, um, you know, yeah, an oxygen machine. So would it help?

Speaker speaker_0: Um, I'm not sure if that's covered.

Speaker speaker_1: What?

Speaker speaker_0: If the insurance carries some of the costs for you. Um, I'm not sure if, if that's something that they cover.

Speaker speaker_1: Uh...

Speaker speaker_0: Would you want me to go ahead and, and transfer you over to them, see if that's something that they cover so you can use your card?

Speaker speaker_1: Yeah, please.

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

Speaker speaker_1: Thank you. You, too.