

Transcript: Pearl

Rojas-6455650537127936-6218057442607104

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. What can I help you with? Hi, Pearl. My name's William George. Hang on one sec, Pearl. Let me, let me sit in the back room where I've got a little bit more quiet. I've got six kids, I'm sorry. No worries. Hey, guys. I... Shh. Oh, crap, hey. Keep that on 50. I'm not done. Do not take your eyes off. I, I'm sorry. Um, my name is William George. I work with Surge Staffing and I was trying to see what I needed to do to get on insurance. Okay. What are the last four digits of your social? Uh, 5686. And you said your name is William George? Yes, ma'am. Will you tell your mother to come here? Tell your mother to come here. How long have you been working with Surge? This is my third week. Doesn't look like I have a profile for you yet, so we can do one of two things. I can create your profile and we can enroll you today. I will need your full social name, address, date of birth, phone number, all that good information. Um, if you're on week three, we should have a profile actually. These are the last four is 5666? 86. 5686. Oh, see there we go, that's probably why I gave you one more. Yes, here you are actually. Can you confirm your address and date of birth? Uh, date of birth is 11/20/95. Address is 65 Moody Chapel Road, Altoona, Alabama 35952. All righty. And I have your phone number as 205-446-3733? No, ma'am. Okay, what is your phone number? 205-237-4187. All righty, and I have your email address as william.812george@gmail.com? Yes, ma'am. All righty. Okay. So, and do you know what you're wanting to enroll in today? Well, the main thing I need is, uh, dental. Um... Oh, um- Sorry, you're breaking up really bad. Can you hear me better? There you go. Oh, okay. Um, I really need dental. I know that, um, but I'm not sure, I don't have like the, I don't have like a packet or anything so I'm not sure what kind of insurance y'all offer. Okay. So what we're going to do is in order to enroll you, you have a different couple hierarchies on your file. So what we're going to do before I can enroll you, I have to have an, my main office perform what's called an eligibility review and this is just them reaching out to your staffing agency to confirm that you are eligible to enroll. This usually takes about 24 to 48 hours. Meanwhile, I can send you a copy of the benefit guide and it'll show you the plans that are offered, how much they cover for each service, and how much they cost a week depending on who you cover. Okay. Mm-hmm. And then once I get a response back on whether you're eligible or not, I will give you a call and we can go from there. Okay. All righty. This email is going to come from info@benefitsinacard.com. It should excuse me, it should go to your inbox. If you don't see it in your inbox, check that spam or junk folder. Okay. Okay. Do you have any other questions? No, ma'am. I greatly appreciate it, Pearl. Uh- No. How long did you say it usually takes for the confirmation? Um, 24 to 48 hours. Okay. So I probably won't hear back until next week? Yes, because of the holiday we won't be here Thursday or Friday. Yeah. So it'll probably be Monday or Tuesday. Okay. Okay? All right, ha- Thank you so much for calling.

You have a good day. Have a good day. Happy- You too. ... summer.

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. What can I help you with? Hi, Pearl. My name's William George. Hang on one sec, Pearl. Let me, let me sit in the back room where I've got a little bit more quiet. I've got six kids, I'm sorry.

Speaker speaker_0: No worries.

Speaker speaker_2: Hey, guys. I...

Speaker speaker_3: Shh.

Speaker speaker_1: Oh, crap, hey.

Speaker speaker_4: Keep that on 50. I'm not done. Do not take your eyes off.

Speaker speaker_1: I, I'm sorry. Um, my name is William George. I work with Surge Staffing and I was trying to see what I needed to do to get on insurance.

Speaker speaker_0: Okay. What are the last four digits of your social?

Speaker speaker_1: Uh, 5686.

Speaker speaker_0: And you said your name is William George?

Speaker speaker_1: Yes, ma'am. Will you tell your mother to come here? Tell your mother to come here.

Speaker speaker_0: How long have you been working with Surge?

Speaker speaker_1: This is my third week.

Speaker speaker_0: Doesn't look like I have a profile for you yet, so we can do one of two things. I can create your profile and we can enroll you today. I will need your full social name, address, date of birth, phone number, all that good information. Um, if you're on week three, we should have a profile actually. These are the last four is 5666?

Speaker speaker_1: 86. 5686.

Speaker speaker_0: Oh, see there we go, that's probably why I gave you one more. Yes, here you are actually. Can you confirm your address and date of birth?

Speaker speaker_1: Uh, date of birth is 11/20/95. Address is 65 Moody Chapel Road, Altoona, Alabama 35952.

Speaker speaker_0: All righty. And I have your phone number as 205-446-3733?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay, what is your phone number?

Speaker speaker_1: 205-237-4187.

Speaker speaker_0: All righty, and I have your email address as william.812george@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. Okay. So, and do you know what you're wanting to enroll in today?

Speaker speaker_1: Well, the main thing I need is, uh, dental. Um... Oh, um-

Speaker speaker_0: Sorry, you're breaking up really bad.

Speaker speaker_1: Can you hear me better?

Speaker speaker_0: There you go.

Speaker speaker_1: Oh, okay. Um, I really need dental. I know that, um, but I'm not sure, I don't have like the, I don't have like a packet or anything so I'm not sure what kind of insurance y'all offer.

Speaker speaker_0: Okay. So what we're going to do is in order to enroll you, you have a different couple hierarchies on your file. So what we're going to do before I can enroll you, I have to have an, my main office perform what's called an eligibility review and this is just them reaching out to your staffing agency to confirm that you are eligible to enroll. This usually takes about 24 to 48 hours. Meanwhile, I can send you a copy of the benefit guide and it'll show you the plans that are offered, how much they cover for each service, and how much they cost a week depending on who you cover.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. And then once I get a response back on whether you're eligible or not, I will give you a call and we can go from there.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. This email is going to come from info@benefitsinacard.com. It should excuse me, it should go to your inbox. If you don't see it in your inbox, check that spam or junk folder.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Do you have any other questions?

Speaker speaker_1: No, ma'am. I greatly appreciate it, Pearl. Uh-

Speaker speaker_0: No.

Speaker speaker_1: How long did you say it usually takes for the confirmation?

Speaker speaker_0: Um, 24 to 48 hours.

Speaker speaker_1: Okay. So I probably won't hear back until next week?

Speaker speaker_0: Yes, because of the holiday we won't be here Thursday or Friday.

Speaker speaker_1: Yeah.

Speaker speaker_0: So it'll probably be Monday or Tuesday.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: All right, ha-

Speaker speaker_0: Thank you so much for calling. You have a good day.

Speaker speaker_1: Have a good day.

Speaker speaker_0: Happy-

Speaker speaker_1: You too.

Speaker speaker_0: ... summer.