

Transcript: Pearl

Rojas-6482886587498496-5081232600383488

Full Transcript

Good morning. Thank you for calling BenefitsInacard.com. Your name is Charles Mays. You have- Hello? Uh, there's a lot of, like, wind or noise. Yeah. Yeah, yeah. Um, I'm trying to get, uh, my medical card mailed to me. I don't have one. Okay. And what agency do you work for? Uh, agency is, uh, Surge Staffing. Okay. And the last four digits of your Social Security? Uh, 7298. Or did you say eight? You said the... Or nine, whatever. I don't know. Hello? I'm sorry, what was, what was that? You wanted the last four of my Social? Yes. 7298. Yeah, and your name? Ryan Mayes. M-A-Y-E-S. And you can confirm your address and date of birth? Uh, address is 708 West Franklin Street. Date of birth is 04/05/1990. And what's the city and state? Uh, Troy, Ohio. Okay. And I have your phone number as 326-217-7222? Yes. And I have your email address as rmayes271990 at gmail.com? Yes. Email, yes. Okay. And you said you wanted a copy of your card, correct? Yes. Okay. And you are aware you are in a preventative health plan, right? It is not medical. I'm in what? A preventative health plan. They'll cover your annual physicals, some STD screenings for cancer screenings, diabetes, blood pressure. Oh, yeah. That kind of thing. It doesn't cover you- Yeah, I'm aware. It doesn't cover you... Okay, it doesn't cover you actually going into the doctor's office. Oh, it doesn't? No. You can use our, um... You do have tele-health services, you can see a doctor via cam, a webcam, video cam, video call. Okay. Um, but you're not covered if you go into, to go into the doctor if you're sick. Okay. And there's no way I can get covered by, for that? So there's only two time frames when you can enroll in coverage. It's within 30 days of receiving your first paycheck, which has passed, or during company open enrollment which is mid-August for Surge. Okay. All right. That's fine, 'cause I, I probably won't need to see my doctor till then. So, okay. Okay. I'll go ahead and get you a copy of your, your, um, preventative health card sent to you via email. It's gonna come from info@benefitsinacard.com. Okay. Be sure to go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Is there anything else I can assist you with today? No, I just needed my card mailed to me. That's it. All righty. Thank you so much for calling. You have a great day. Thank you.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling BenefitsInacard.com. Your name is Charles Mays. You have-

Speaker speaker_1: Hello?

Speaker speaker_0: Uh, there's a lot of, like, wind or noise.

Speaker speaker_1: Yeah. Yeah, yeah. Um, I'm trying to get, uh, my medical card mailed to me. I don't have one.

Speaker speaker_0: Okay. And what agency do you work for?

Speaker speaker_1: Uh, agency is, uh, Surge Staffing.

Speaker speaker_0: Okay. And the last four digits of your Social Security?

Speaker speaker_1: Uh, 7298. Or did you say eight? You said the... Or nine, whatever. I don't know. Hello?

Speaker speaker_0: I'm sorry, what was, what was that?

Speaker speaker_1: You wanted the last four of my Social?

Speaker speaker_0: Yes.

Speaker speaker_1: 7298.

Speaker speaker_0: Yeah, and your name?

Speaker speaker_1: Ryan Mayes. M-A-Y-E-S.

Speaker speaker_0: And you can confirm your address and date of birth?

Speaker speaker_1: Uh, address is 708 West Franklin Street. Date of birth is 04/05/1990.

Speaker speaker_0: And what's the city and state?

Speaker speaker_1: Uh, Troy, Ohio.

Speaker speaker_0: Okay. And I have your phone number as 326-217-7222?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as rmayes271990 at gmail.com?

Speaker speaker_1: Yes. Email, yes.

Speaker speaker_0: Okay. And you said you wanted a copy of your card, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you are aware you are in a preventative health plan, right? It is not medical.

Speaker speaker_1: I'm in what?

Speaker speaker_0: A preventative health plan. They'll cover your annual physicals, some STD screenings for cancer screenings, diabetes, blood pressure.

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: That kind of thing. It doesn't cover you-

Speaker speaker_1: Yeah, I'm aware.

Speaker speaker_0: It doesn't cover you... Okay, it doesn't cover you actually going into the doctor's office.

Speaker speaker_1: Oh, it doesn't?

Speaker speaker_0: No. You can use our, um... You do have tele-health services, you can see a doctor via cam, a webcam, video cam, video call.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but you're not covered if you go into, to go into the doctor if you're sick.

Speaker speaker_1: Okay. And there's no way I can get covered by, for that?

Speaker speaker_0: So there's only two time frames when you can enroll in coverage. It's within 30 days of receiving your first paycheck, which has passed, or during company open enrollment which is mid-August for Surge.

Speaker speaker_1: Okay. All right. That's fine, 'cause I, I probably won't need to see my doctor till then. So, okay.

Speaker speaker_0: Okay. I'll go ahead and get you a copy of your, your, um, preventative health card sent to you via email. It's gonna come from info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: Be sure to go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: No, I just needed my card mailed to me. That's it.

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

Speaker speaker_1: Thank you.