

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ludo. Who was I speaking with? My name is Sarah Mayhorn. And how can I assist you? Um, I'm through AmeriStaffed, and they have insuran- uh, gave me insurance through y'all, through y'all. And, um, I haven't received any card or information about my insurance. It's been taken, it's been taken out on my checks, but I haven't received anything about it. Okay, what is the last four digits of your social? 0862. All righty. And if you can verify your address and date of birth. 483 Blankenship Road, Rocky Mount, Virginia, 24151. And date of birth is January 24th, 1986. All righty. And I have your phone number as 540-263-8998? 899... I'm sorry, seven. Um, 8997. I was gonna say, "8997" . Have I got your email address- Sometimes I'll have to look at the numbers, right? I'm sorry about that. So, I have your email address as your first name, your last name, @gmail.com? Yes. Okay. All righty. So you are active. Your card would have went to your email. That medical plan, the carrier doesn't send out physicals to be, to right off the bat. Um, they send email versions to your email. Well, I have been checking my email like religiously and I haven't received anything. Okay. No worries. I can get another copy sent to your email if you'd like. Okay, that would be good 'cause I also have, uh, I have, uh... And I was wondering, uh, is it specific, uh, places that I need to be for like my medicine, doctor's visits? So this coverage doesn't have a, a network requirement. You don't have to see any specific doctor. Okay. You just have to make sure the doctor you're going to accepts insurance. Okay. Do you have any other questions? Because my... I have, uh, uh, I have medicine that I have and, um, I get it through Walmart. That's why I was asking. Oh, yeah. Yeah, you just present your card and then they will, um, the information will be on there. Okay. And then they'll let you know if they, if there's, um, if it's covered or not. Okay. 'Cause, uh, 'cause they said that they could do like a scan to see for insurance. And this was like two or three weeks ago. And, uh, they said that they didn't see any insurance information on me. And I'm like, "Well, my checks getting took, uh... Insurance money is getting took out of my check, so it should be there." And- Definitely. ... so that's why I was also con- concerned about it as well. Definitely. No worries. I'm gonna get that card sent to you. It's gonna come from info@benefitsinacard.com It should go to your inbox. Okay. If you don't see it in your inbox, check that spam or junk folder. Okay? Okay. All righty. Do you have any other questions? Uh, that should be it. All righty. Thank you so much for calling. You have a great day. You too. Okay.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ludo. Who was I speaking with?

Speaker speaker_1: My name is Sarah Mayhorn.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm through AmeriStaffed, and they have insuran- uh, gave me insurance through y'all, through y'all. And, um, I haven't received any card or information about my insurance. It's been taken, it's been taken out on my checks, but I haven't received anything about it.

Speaker speaker_0: Okay, what is the last four digits of your social?

Speaker speaker_1: 0862.

Speaker speaker_0: All righty. And if you can verify your address and date of birth.

Speaker speaker_1: 483 Blankenship Road, Rocky Mount, Virginia, 24151. And date of birth is January 24th, 1986.

Speaker speaker_0: All righty. And I have your phone number as 540-263-8998?

Speaker speaker_1: 899...

Speaker speaker_0: I'm sorry, seven. Um, 8997.

Speaker speaker_1: I was gonna say, "8997" .

Speaker speaker_0: Have I got your email address-

Speaker speaker_1: Sometimes I'll have to look at the numbers, right?

Speaker speaker_0: I'm sorry about that. So, I have your email address as your first name, your last name, @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All righty. So you are active. Your card would have went to your email. That medical plan, the carrier doesn't send out physicals to be, to right off the bat. Um, they send email versions to your email.

Speaker speaker_1: Well, I have been checking my email like religiously and I haven't received anything.

Speaker speaker_0: Okay. No worries. I can get another copy sent to your email if you'd like.

Speaker speaker_1: Okay, that would be good 'cause I also have, uh, I have, uh... And I was wondering, uh, is it specific, uh, places that I need to be for like my medicine, doctor's visits?

Speaker speaker_0: So this coverage doesn't have a, a network requirement. You don't have to see any specific doctor.

Speaker speaker_1: Okay.

Speaker speaker_0: You just have to make sure the doctor you're going to accepts insurance.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: Because my... I have, uh, uh, I have medicine that I have and, um, I get it through Walmart. That's why I was asking.

Speaker speaker_0: Oh, yeah. Yeah, you just present your card and then they will, um, the information will be on there.

Speaker speaker_1: Okay.

Speaker speaker_0: And then they'll let you know if they, if there's, um, if it's covered or not.

Speaker speaker_1: Okay. 'Cause, uh, 'cause they said that they could do like a scan to see for insurance. And this was like two or three weeks ago. And, uh, they said that they didn't see any insurance information on me. And I'm like, "Well, my checks getting took, uh... Insurance money is getting took out of my check, so it should be there." And-

Speaker speaker_0: Definitely.

Speaker speaker_1: ... so that's why I was also con- concerned about it as well.

Speaker speaker_0: Definitely. No worries. I'm gonna get that card sent to you. It's gonna come from info@benefitsinacard.com It should go to your inbox.

Speaker speaker_1: Okay.

Speaker speaker_0: If you don't see it in your inbox, check that spam or junk folder. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Do you have any other questions?

Speaker speaker_1: Uh, that should be it.

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

Speaker speaker_1: You too.

Speaker speaker_0: Okay.