

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does and was I speaking with? Michelle Carson. And how can I assist you? Um, I got the, the, the text where I need to, um, sign up for the insurance thing. Okay. What's the name of the staff agency you work for? Um, Partners. Partners? Personnel. I n- are you wanting to enroll today? Yeah. Well- Tell me when. ... um, probably I need to. I think I have until tomorrow. Okay. And what are the last four digits of your social? 1996. You guys already sent me a pamphlet thing- Okay. ... about the plan. And what is your address and date of birth? August 27, '78, 8438 Williamsburg. I think that's what you have. 92- Okay. What's the city and state? ... 504. Huh? What's the city and state? Oh. Riverside County, California, 92504. Okay. And I have your phone number as 951-288-7916? Yes. That's correct. And I have your email address as redrashton@gmail.com? Yeah. And give me one moment here. All righty. And do you know what you're wanting to enroll in today? I just wanted to enroll in the virtual doctor and virtual... So, because it's the virtual doctor and the virtual, um, urgent care, the one that's 7.99. So the free Rx virtual primary care? Yeah. Because I think that's where you, you see them through the computer or the phone, right? Correct. It, it's for 5.99 a month. You said 7.99. Is it gonna be for you and- Oh. ... someone else? No. It's just for me. Okay. It's only 5.99. I, I was probably reading something else. Yeah. I thought it was that one. For you and your spouse or you and your children, it would be 6.99. But, um, for just yourself, it's 5.99. And I don't see- Okay. ... any other plan that is 7.99. Oh, yeah, that, I probably was just cr- thinking it was. Okay. No worries. Oh. And it's just that plan? No, also your dental. Okay, dental. Anything else? No. Yes. And I have a question for you. Yeah. 'Cause my job's temporary, you know, I'm not sure how long I'll be there. What happens when I lose it? I just lose the insurance or do I have to pay for the insurance for so long? So you'll be able to keep... You'll be able to make four direct payments with us, um, to keep your coverage for four weeks. After that, um, a department called COBRA will reach out to you via mail and offer to keep the coverage through them. I'm not sure if the coverage stays exactly the same or the prices, but they'll, um, send you a notice and you'll be able to call them in and keep the coverage through them at, at week five of no deduction. Okay. And so that would be clearly up to me if I want to keep it or not? Correct. So I don't have to keep it if I don't want to? Correct. Okay. I just wanted to make sure. Okay. So your weekly deductions are going to be \$9.62. Oh, okay. That's fine. Good. It will take one to two weeks for the staff agency to start making deductions. Once they do, the following Monday, you become ac- well, the Monday after we receive the deduction, you become active. And then later that week, you receive your dental card in your mail. Okay. Thank you so much. Do you have any questions? No. Thank you so much for calling. Have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does and was I speaking with?

Speaker speaker_1: Michelle Carson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I got the, the, the text where I need to, um, sign up for the insurance thing.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Um, Partners.

Speaker speaker_0: Partners?

Speaker speaker_1: Personnel.

Speaker speaker_0: I n- are you wanting to enroll today?

Speaker speaker_1: Yeah. Well-

Speaker speaker_0: Tell me when.

Speaker speaker_1: ... um, probably I need to. I think I have until tomorrow.

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

Speaker speaker_1: 1996. You guys already sent me a pamphlet thing-

Speaker speaker_0: Okay.

Speaker speaker_1: ... about the plan.

Speaker speaker_0: And what is your address and date of birth?

Speaker speaker_1: August 27, '78, 8438 Williamsburg. I think that's what you have. 92-

Speaker speaker_0: Okay. What's the city and state?

Speaker speaker_1: ... 504. Huh?

Speaker speaker_0: What's the city and state?

Speaker speaker_1: Oh. Riverside County, California, 92504.

Speaker speaker_0: Okay. And I have your phone number as 951-288-7916?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And I have your email address as redrashton@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: And give me one moment here. All righty. And do you know what you're wanting to enroll in today?

Speaker speaker_1: I just wanted to enroll in the virtual doctor and virtual... So, because it's the virtual doctor and the virtual, um, urgent care, the one that's 7.99.

Speaker speaker_0: So the free Rx virtual primary care?

Speaker speaker_1: Yeah. Because I think that's where you, you see them through the computer or the phone, right?

Speaker speaker_0: Correct. It, it's for 5.99 a month. You said 7.99. Is it gonna be for you and-

Speaker speaker_1: Oh.

Speaker speaker_0: ... someone else?

Speaker speaker_1: No. It's just for me.

Speaker speaker_0: Okay.

Speaker speaker_1: It's only 5.99. I, I was probably reading something else.

Speaker speaker_0: Yeah. I thought it was that one. For you and your spouse or you and your children, it would be 6.99. But, um, for just yourself, it's 5.99. And I don't see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... any other plan that is 7.99.

Speaker speaker_1: Oh, yeah, that, I probably was just cr- thinking it was. Okay.

Speaker speaker_0: No worries.

Speaker speaker_1: Oh.

Speaker speaker_0: And it's just that plan?

Speaker speaker_1: No, also your dental.

Speaker speaker_0: Okay, dental. Anything else?

Speaker speaker_1: No. Yes. And I have a question for you.

Speaker speaker_0: Yeah.

Speaker speaker_1: 'Cause my job's temporary, you know, I'm not sure how long I'll be there. What happens when I lose it? I just lose the insurance or do I have to pay for the insurance for so long?

Speaker speaker_0: So you'll be able to keep... You'll be able to make four direct payments with us, um, to keep your coverage for four weeks. After that, um, a department called COBRA will reach out to you via mail and offer to keep the coverage through them. I'm not

sure if the coverage stays exactly the same or the prices, but they'll, um, send you a notice and you'll be able to call them in and keep the coverage through them at, at week five of no deduction.

Speaker speaker_1: Okay. And so that would be clearly up to me if I want to keep it or not?

Speaker speaker_0: Correct.

Speaker speaker_1: So I don't have to keep it if I don't want to?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. I just wanted to make sure.

Speaker speaker_0: Okay. So your weekly deductions are going to be \$9.62.

Speaker speaker_1: Oh, okay. That's fine.

Speaker speaker_0: Good. It will take one to two weeks for the staff agency to start making deductions. Once they do, the following Monday, you become ac- well, the Monday after we receive the deduction, you become active. And then later that week, you receive your dental card in your mail.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No.

Speaker speaker_0: Thank you so much for calling. Have a great day.

Speaker speaker_1: You too. Bye.