

## Transcript: Pearl

**Rojas-6531987508215808-5448831015239680**

### Full Transcript

Hi. Good, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking with- Hello, Pearl. How are you doing? My name is Allen Martinez. And how can I assist you? Okay. Uh, I went on the MultiPlan website and to find out what, you know, I qualified for. And there are options there, and there are plans. You know, and, and s- And, and in order for me to get the information I want, I have to know what plan I have. And I don't know what plan that I have. Okay. No worries. You know, there, there are n- It's like, it, you know, it's MEC 1 and all these options there, but I don't know what plan that I have. Okay. No worries. I can definitely assist you with that. What's the name of the staff agency you work for? Surge. S-U-R-G-E. And the last four digits of your social? 8630. All right. And you can confirm your address and date of birth for me? It's Allen... Oh, oh. My address is 257 South Mulberry Street, Hagerstown, Maryland 21740. My date of birth is 11-29-1970. Okay. And I have your phone number as 321-432-3873? Correct. And I have your email address as allenramiro32@gmail.com? Correct. Okay. So you're currently enrolled in the VIP Classic, so when you go to that website and you, um, drop down the s- the, the box, you're gonna click Limited Benefit Plan. Limited... Hold on. I'm going to Limited Benefits Plan. Okay. And then, once I, uh, uh, check that box, uh, that'll give me all my options and, uh, uh- Yeah. But I'll ask you for... ... what I'm going to see? So it has ■... you do that. What I'm entitled to, correct? Um, I'm not sure if it tells you what the coverage... Give me one second. 'Cause I- okay. I'm, I'm just gonna be honest with you. I, I, I haven't had insurance for about 20 years. So, uh, the first step that I should do is get a primary care provider. Is that what I'm supposed to do? I'm assuming that's what I'm supposed to do. Right? So a primary care provider and then, you go to him and then, if anything's wrong with you, he'll direct you to where you need to go. Am I right or, you know, or am I off? I, I believe that's how it works. Um, ooh. I guess. You, I mean, technically you would go to the doctor and see, you know, if anything's wrong. Everything's wrong, they'll suggest where to go. I can send you a copy of the benefit guide, um, that will show you what your plan covers 'cause on that, your website- Okay. That would, is that what you want? Yeah, because on the website all it's gonna show you is, is what pla- what, um, providers are, are accepting the insurance. Um, but I'll send you a copy of the benefit guide. Okay. That'll show you what services you're actually covered with. Oh. Thank you so much 'cause I am clueless. Mm. No worries. Totally clueless. But just remember you have the VIP Classic and you're gonna go down to, I believe it's page two, and look under the column that says VIP Classic and it'll show you what sear- how much they cover for each service. It's VIP Classic? Yes, sir. Okay. Thank you so much. No problem. I, I love being Is there anything else I can assist you with today? And can I... No. I mean, uh, I just wanna get started because I have to get prescription glasses. You know, I've been going to the Dollar General and getting these readers and it's not working out. I need to get

prescription glasses or something. Definitely. And, and stuff like that. So, uh, uh- Have you received your vision card? Thank you so much. Yes. I received my vision and my dental. And, uh, uh, like I said, I, I just wanna get the ball rolling so I can make an appointment so I can get glasses and then, uh, I wanna get my teeth cleaned. Uh, and dental. So I wanna do that. You know, there's things that, you know, I, like I said, I, I haven't had insurance for, like, 20 years, so I'm new to it. No worries. So with each, with each card, that website is gonna give you medical providers that you can see. On your dental and vision card, there's also phone numbers that say Find a Provider and you'll give those numbers a call for providers, um, as far as vision and dental to go to. Okay. Okay. That makes sense. All right. Thank you so much. You've been so helpful. No problem. Thank you so much for calling. You have a great day. Okay. You have a great day too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Hi. Good, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking with-

Speaker speaker\_1: Hello, Pearl. How are you doing? My name is Allen Martinez.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Okay. Uh, I went on the MultiPlan website and to find out what, you know, I qualified for. And there are options there, and there are plans. You know, and, and s- And, and in order for me to get the information I want, I have to know what plan I have. And I don't know what plan that I have.

Speaker speaker\_0: Okay. No worries.

Speaker speaker\_1: You know, there, there are n- It's like, it, you know, it's MEC 1 and all these options there, but I don't know what plan that I have.

Speaker speaker\_0: Okay. No worries. I can definitely assist you with that. What's the name of the staff agency you work for?

Speaker speaker\_1: Surge. S-U-R-G-E.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 8630.

Speaker speaker\_0: All right. And you can confirm your address and date of birth for me?

Speaker speaker\_1: It's Allen... Oh, oh. My address is 257 South Mulberry Street, Hagerstown, Maryland 21740. My date of birth is 11-29-1970.

Speaker speaker\_0: Okay. And I have your phone number as 321-432-3873?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your email address as allenramiro32@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. So you're currently enrolled in the VIP Classic, so when you go to that website and you, um, drop down the s- the, the box, you're gonna click Limited Benefit Plan.

Speaker speaker\_1: Limited... Hold on. I'm going to Limited Benefits Plan. Okay. And then, once I, uh, uh, check that box, uh, that'll give me all my options and, uh, uh-

Speaker speaker\_0: Yeah. But I'll ask you for...

Speaker speaker\_1: ... what I'm going to see?

Speaker speaker\_0: So it has ■... you do that.

Speaker speaker\_1: What I'm entitled to, correct?

Speaker speaker\_0: Um, I'm not sure if it tells you what the coverage... Give me one second.

Speaker speaker\_1: 'Cause I- okay. I'm, I'm just gonna be honest with you. I, I, I haven't had insurance for about 20 years. So, uh, the first step that I should do is get a primary care provider. Is that what I'm supposed to do? I'm assuming that's what I'm supposed to do. Right? So a primary care provider and then, you go to him and then, if anything's wrong with you, he'll direct you to where you need to go. Am I right or, you know, or am I off?

Speaker speaker\_0: I, I believe that's how it works. Um, ooh. I guess. You, I mean, technically you would go to the doctor and see, you know, if anything's wrong. Everything's wrong, they'll suggest where to go. I can send you a copy of the benefit guide, um, that will show you what your plan covers 'cause on that, your website-

Speaker speaker\_1: Okay. That would, is that what you want?

Speaker speaker\_0: Yeah, because on the website all it's gonna show you is, is what plan- what, um, providers are, are accepting the insurance. Um, but I'll send you a copy of the benefit guide.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That'll show you what services you're actually covered with.

Speaker speaker\_1: Oh. Thank you so much 'cause I am clueless.

Speaker speaker\_0: Mm. No worries.

Speaker speaker\_1: Totally clueless.

Speaker speaker\_0: But just remember you have the VIP Classic and you're gonna go down to, I believe it's page two, and look under the column that says VIP Classic and it'll show you what sear- how much they cover for each service.

Speaker speaker\_1: It's VIP Classic?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: No problem.

Speaker speaker\_1: I, I love being

Speaker speaker\_0: Is there anything else I can assist you with today?

Speaker speaker\_1: And can I... No. I mean, uh, I just wanna get started because I have to get prescription glasses. You know, I've been going to the Dollar General and getting these readers and it's not working out. I need to get prescription glasses or something.

Speaker speaker\_0: Definitely.

Speaker speaker\_1: And, and stuff like that. So, uh, uh-

Speaker speaker\_0: Have you received your vision card?

Speaker speaker\_1: Thank you so much. Yes. I received my vision and my dental. And, uh, uh, like I said, I, I just wanna get the ball rolling so I can make an appointment so I can get glasses and then, uh, I wanna get my teeth cleaned. Uh, and dental. So I wanna do that. You know, there's things that, you know, I, like I said, I, I haven't had insurance for, like, 20 years, so I'm new to it.

Speaker speaker\_0: No worries. So with each, with each card, that website is gonna give you medical providers that you can see. On your dental and vision card, there's also phone numbers that say Find a Provider and you'll give those numbers a call for providers, um, as far as vision and dental to go to.

Speaker speaker\_1: Okay. Okay. That makes sense. All right. Thank you so much. You've been so helpful.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Okay. You have a great day too.

Speaker speaker\_0: Bye-bye.