

Transcript: Pearl

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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. Who do I have the pleasure of speaking with? Uh, Robert Garcia. And how can I assist you, Mr. Garcia? Yeah, I got insurance through MAU and I was wondering, am I going to get a card by any chance, anytime soon? I do. What are the last four digits of your social? Uh, 1991. And your address and date of birth? 3600 Poteet Drive in Mesquite, Texas 7514... or 75150 and 7882. Okay, and I have your phone number as 214-796-0122? Correct. And I have your email address as rgarcia198219@20... I mean, I'm sorry, @gmail.com. Yeah, correct. Okay, so taking a look here, your coverage does become active this m- this passing Monday. You would have received your cards by the end of the week, but I believe with the holiday it- you'll probably receive them most likely the beginning of next week. Okay. You'll receive dental, vision and preventive health in your mail, and then your medical will go to your emails. But you should receive them by the beginning of next week, just due to the holiday. You would have received them this weekend, but because of the holiday, you should receive them by the- um, beginning of next week. Okay. Hey, just a quick question. The plan I got, what if- if I go see a doc, like, just with my- um, my regular doctor, like for allergies or whatnot, what's the copay that I got? Do you know by any chance? I definitely have that information, but I think you want me to lo- load that up for you. Your primary care visits have a copay of \$10. So when I go to the doctor, it'd just be \$10? That- yeah, that's the copay. If you go to an urgent care, the copay is \$60. Um, but that's what you would pay and then th- the insurance company will pay the remainder. Okay, I appreciate it. No problem. Thank you so much for calling. You have a great day. All right, thank you. Bye.

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. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, Robert Garcia.

Speaker speaker_1: And how can I assist you, Mr. Garcia?

Speaker speaker_2: Yeah, I got insurance through MAU and I was wondering, am I going to get a card by any chance, anytime soon?

Speaker speaker_1: I do. What are the last four digits of your social?

Speaker speaker_2: Uh, 1991.

Speaker speaker_1: And your address and date of birth?

Speaker speaker_2: 3600 Poteet Drive in Mesquite, Texas 7514... or 75150 and 7882.

Speaker speaker_1: Okay, and I have your phone number as 214-796-0122?

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as rgarcia198219@20... I mean, I'm sorry, @gmail.com.

Speaker speaker_2: Yeah, correct.

Speaker speaker_1: Okay, so taking a look here, your coverage does become active this m- this passing Monday. You would have received your cards by the end of the week, but I believe with the holiday it- you'll probably receive them most likely the beginning of next week.

Speaker speaker_2: Okay.

Speaker speaker_1: You'll receive dental, vision and preventive health in your mail, and then your medical will go to your emails. But you should receive them by the beginning of next week, just due to the holiday. You would have received them this weekend, but because of the holiday, you should receive them by the- um, beginning of next week.

Speaker speaker_2: Okay. Hey, just a quick question. The plan I got, what if- if I go see a doc, like, just with my- um, my regular doctor, like for allergies or whatnot, what's the copay that I got? Do you know by any chance?

Speaker speaker_1: I definitely have that information, but I think you want me to lo- load that up for you. Your primary care visits have a copay of \$10.

Speaker speaker_2: So when I go to the doctor, it'd just be \$10?

Speaker speaker_1: That- yeah, that's the copay. If you go to an urgent care, the copay is \$60. Um, but that's what you would pay and then th- the insurance company will pay the remainder.

Speaker speaker_2: Okay, I appreciate it.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: All right, thank you. Bye.