

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, you're speaking with Marquis Polk. And how can I assist you? Hello. I'm calling because I wanted to access my benefits or know how to use them. I'm sorry. You sound really muffled. What was that? I'm so sorry. I said I'm calling because I want to know how to access my benefits or use them. Okay. Uh, right. What's the name of the staffing agency you work for? Um, BG Staffing. And the last four digits of your social? Um, 2660. All right. And you said your first name is Paul? No. My first name is Marquis. Marquis. M-A-R... Oh, okay. No, you're fine. And, um, can you verify your address and date of birth for me? Uh, yeah, absolutely. 1124 Cherry Meadow Lane, Rock Hill, South Carolina, 29732, 0922005. Okay. And I have your email address as marquispolk7@gmail.com? Yes, ma'am. And what's a good phone number for you? 774-635-1866. All right. So I do have it h- here that you're enrolled in benefits. You're enrolled in medical, behavioral health, group accident, critical illness, vision, term life, short-term disability, dental and PRX. The thing is, though, you're not active 'cause the... we haven't received any deductions. Okay. Um, you guys will receive deductions, um, next week, Friday, I believe. Okay, so as long as we receive that deduction, the following Monday, you become active and then later that week you'll receive your dental and vision card in the mail, and your medical will go to your email. All the cards have on them a number called Find a Provider and when you call that number- Mm-hmm. ... it will show you a list of pr- it will tell you a list of providers in the area that accept the insurance. You can also go to the website on the card, I believe it's like multiplan.com, um, and put in the information- Mm-hmm. ... and they'll show you a list. Um, with your- Mm-hmm. ... dental... With your dental, uh, your basic cleaning and checkups are covered at 100% once every six months. The fillings- Mm-hmm. ... the nonsurgical extractions and X-rays are covered at 80% after you pay the \$50 deductible, and things like crowns and braces are not covered. Okay. Um, just to confirm with you, do you know the insurance name? So your dental and medical are through American Public Life and your vision is through MetLife. Okay. Let me write that down. American Public Life. Yep, and MetLife vision. And this, like, vision is through who? Okay. And vision is through... vision is through MetLife. Ah, okay. MetLife. Thank you so much. No problem. Is there anything else I can assist you with? Um, no. Do I have to call back or anything so you guys can mail out my cards or will you guys just do it automatically? Yep, it happens automatically once we receive that deduction. Okay. Thank you so much. Y'all have a good one. You as well. Okay. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Um, you're speaking with Marquis Polk.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Hello. I'm calling because I wanted to access my benefits or know how to use them.

Speaker speaker_1: I'm sorry. You sound really muffled. What was that?

Speaker speaker_2: I'm so sorry. I said I'm calling because I want to know how to access my benefits or use them.

Speaker speaker_1: Okay. Uh, right. What's the name of the staffing agency you work for?

Speaker speaker_2: Um, BG Staffing.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: Um, 2660.

Speaker speaker_1: All right. And you said your first name is Paul?

Speaker speaker_2: No. My first name is Marquis.

Speaker speaker_1: Marquis.

Speaker speaker_2: M-A-R... Oh, okay.

Speaker speaker_1: No, you're fine. And, um, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, yeah, absolutely. 1124 Cherry Meadow Lane, Rock Hill, South Carolina, 29732, 0922005.

Speaker speaker_1: Okay. And I have your email address as marquispolk7@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And what's a good phone number for you?

Speaker speaker_2: 774-635-1866.

Speaker speaker_1: All righty. So I do have it h- here that you're enrolled in benefits. You're enrolled in medical, behavioral health, group accident, critical illness, vision, term life, short-term disability, dental and PRX. The thing is, though, you're not active 'cause the... we haven't received any deductions.

Speaker speaker_2: Okay. Um, you guys will receive deductions, um, next week, Friday, I believe.

Speaker speaker_1: Okay, so as long as we receive that deduction, the following Monday, you become active and then later that week you'll receive your dental and vision card in the mail, and your medical will go to your email. All the cards have on them a number called Find a Provider and when you call that number-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... it will show you a list of pr- it will tell you a list of providers in the area that accept the insurance. You can also go to the website on the card, I believe it's like multiplan.com, um, and put in the information-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and they'll show you a list. Um, with your-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... dental... With your dental, uh, your basic cleaning and checkups are covered at 100% once every six months. The fillings-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the nonsurgical extractions and X-rays are covered at 80% after you pay the \$50 deductible, and things like crowns and braces are not covered.

Speaker speaker_2: Okay. Um, just to confirm with you, do you know the insurance name?

Speaker speaker_1: So your dental and medical are through American Public Life and your vision is through MetLife.

Speaker speaker_2: Okay. Let me write that down. American Public Life.

Speaker speaker_1: Yep, and MetLife vision.

Speaker speaker_2: And this, like, vision is through who? Okay.

Speaker speaker_1: And vision is through... vision is through MetLife.

Speaker speaker_2: Ah, okay. MetLife. Thank you so much.

Speaker speaker_1: No problem. Is there anything else I can assist you with?

Speaker speaker_2: Um, no. Do I have to call back or anything so you guys can mail out my cards or will you guys just do it automatically?

Speaker speaker_1: Yep, it, it happens automatically once we receive that deduction.

Speaker speaker_2: Okay. Thank you so much. Y'all have a good one.

Speaker speaker_1: You as well.

Speaker speaker_2: Okay. Bye now.