

## **Transcript: Pearl**

**Rojas-6570376454389760-4669998347501568**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl, who would I like the pleasure of speaking with? Hello, Pearl. Uh, my name is Kevin. And how can I assist you? Yeah, it's Kevin. Um, so I got a bill for influenza vaccine and the administration of it, uh, but I, I looked into the policy. Probably under the coverage of MEC plan during the service, and I got this bill saying that, um... Yeah, I, I just got this bill, and I was like, "Hey, that should not have happened." Okay. Let me get you over to 90 Degree Benefits so they... so you can speak with them about that coverage. Okay? Okay. Wait, so what is this part of? We are Benefits and a Card. We're the healthcare administrators for staff and agencies. So we take care of, like, enrollments, cancellations- ... um, stuff like that. I can't confirm whether you're active or not for that date, but as far as anything being with the claim or a bill, you'd have to speak to the carrier. Okay, and the carrier, what, what was the name again? So I can remember it. 90 Degree Benefits. Okay, 90 Degree. Thank you so much. No problem. So I'm gonna s-... uh, transfer you over, okay? Just listen to the prompts and they'll be able to assist you. Perfect. Thank you. Thank you for calling. You have a great day. Mm-hmm.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl, who would I like the pleasure of speaking with?

Speaker speaker\_1: Hello, Pearl. Uh, my name is Kevin.

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

Speaker speaker\_1: Yeah, it's Kevin. Um, so I got a bill for influenza vaccine and the administration of it, uh, but I, I looked into the policy. Probably under the coverage of MEC plan during the service, and I got this bill saying that, um... Yeah, I, I just got this bill, and I was like, "Hey, that should not have happened."

Speaker speaker\_0: Okay. Let me get you over to 90 Degree Benefits so they... so you can speak with them about that coverage. Okay?

Speaker speaker\_1: Okay. Wait, so what is this part of?

Speaker speaker\_0: We are Benefits and a Card. We're the healthcare administrators for staff and agencies. So we take care of, like, enrollments, cancellations- ... um, stuff like that. I can't confirm whether you're active or not for that date, but as far as anything being with the claim

or a bill, you'd have to speak to the carrier.

Speaker speaker\_1: Okay, and the carrier, what, what was the name again? So I can remember it.

Speaker speaker\_0: 90 Degree Benefits.

Speaker speaker\_1: Okay, 90 Degree. Thank you so much.

Speaker speaker\_0: No problem. So I'm gonna s-... uh, transfer you over, okay? Just listen to the prompts and they'll be able to assist you.

Speaker speaker\_1: Perfect. Thank you.

Speaker speaker\_0: Thank you for calling. You have a great day.

Speaker speaker\_1: Mm-hmm.