

Transcript: Pearl

Rojas-6580724644102144-6096328954658816

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. May I know who you're speaking with? Hi. How are you? My name is Yassin Gardia. How can I assist you today? Mm-hmm. Tell us your first name, please. Uh, my name's Yassin Gardia. Y-A-S-S-I-N. Last name is Gardia. G-A-R-D-I-A. And how can I assist you? Oh, okay. I have, uh, a health card for... It's sent for me at home, but I don't know if there for just Medicare or I, I have like dentist like this? I can take a look, sir. What's the name of the staff you work for? Uh, it's Crown. And the last four digits of your Social? Uh, 6037. Okay, bear with me one moment. And you said your first name is Y-A-S-S-I-N? Yes. I need to... If you can confirm your address and date of birth for me. Uh, the first, June 1988. June or January? January. 01/01/1988. Okay, and your address? Uh, it's, uh, 2302 Bria Pass Circle, Unit 100. And the city and state. Uh, ZIP code? City and state. Uh, uh, okay. Uh, Louisville, Kentucky. ZIP code 40220. Okay, may I have your phone number of 502-552-8035? Yes. Can I have your email address as your last name 20jun@gmail.com? Yes. Okay. So, currently you're enrolled in the MEC Pella Rx Plan. This is a preventive health plan that covers your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of screening. It doesn't cover you going to the doctor or ER. It's just preventative health. It offers doctor visits via webcam or video chat, but you can't go in and see a doctor. Okay. Okay. Uh, okay. You don't have... I have problem speaking here. I want to go dentist. I'm, I'm sorry. You're breaking up really bad. What was that? Yeah. Hello? Mr. Gardia? Help, help. Oh, okay. Sorry. How do I see if I want to go to dentist? You don't have dental coverage either. What was that? Okay, *fue se ma ba o ni ke?* Yeah, just Medicare plus *fe fana* in the home. ■ *e su ma ko bu fe*. Vision? Na, vision na. You say what, what? You don't have vision or dental. ■ *ke fe su ma ko mi*. Oh, okay. It's only Medicare. Only preventative health. Okay. *Ke elekan fi n shi doctor bas*. Doctor bas, *ki sin ba*. Mm-hmm. ■ *e shi ma ko bo yi, o lo ma ko bo a ba now*. Ah. Okay. Uh, well, when I want to ask, uh, for dentist, what can I go doing? Okay. How long have you been working for Crown? Like, uh, uh, like, uh, five months. Okay. So, there's only two ways you can, um, add coverage. It's within 30 days of the first paycheck or during company open enrollment. What? There's only two times when you can enroll in coverage. The first time is 30 days from receiving your first paycheck, and then you can add dental on, give me one moment, about the beginning of December. Okay. You said the 31st day for receiving checks? Yep. So you have to add dental on within 30 days of receiving your first paycheck. And that's already passed. You've already been working with Crown for si- for five months. Yes. So, you have to wait until the beginning of December to add dental. ■ *ma fi fe wa ba*. Oh, okay. Oh, okay. Uh, when, when I, I'm going back to office de Crown. Uh, maybe I'm apply to, to add the, the dentist for me. You're not eligible. Oh, okay, okay, okay. Yeah. Okay. Thank you so much. Thank you. Thank you for calling. Have a great day. Thank you. Thank

you a lot.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. May I know who you're speaking with?

Speaker speaker_1: Hi. How are you? My name is Yassin Gardia.

Speaker speaker_0: How can I assist you today? Mm-hmm. Tell us your first name, please.

Speaker speaker_1: Uh, my name's Yassin Gardia. Y-A-S-S-I-N. Last name is Gardia. G-A-R-D-I-A.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Oh, okay. I have, uh, a health card for... It's sent for me at home, but I don't know if there for just Medicare or I, I have like dentist like this?

Speaker speaker_0: I can take a look, sir. What's the name of the staff you work for?

Speaker speaker_1: Uh, it's Crown.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: Uh, 6037.

Speaker speaker_0: Okay, bear with me one moment. And you said your first name is Y-A-S-S-I-N?

Speaker speaker_1: Yes.

Speaker speaker_0: I need to... If you can confirm your address and date of birth for me.

Speaker speaker_1: Uh, the first, June 1988.

Speaker speaker_0: June or January?

Speaker speaker_1: January. 01/01/1988.

Speaker speaker_0: Okay, and your address?

Speaker speaker_1: Uh, it's, uh, 2302 Bria Pass Circle, Unit 100.

Speaker speaker_0: And the city and state.

Speaker speaker_1: Uh, ZIP code?

Speaker speaker_0: City and state.

Speaker speaker_1: Uh, uh, okay. Uh, Louisville, Kentucky. ZIP code 40220.

Speaker speaker_0: Okay, may I have your phone number of 502-552-8035?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as your last name 20jun@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, currently you're enrolled in the MEC Pella Rx Plan. This is a preventive health plan that covers your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of screening. It doesn't cover you going to the doctor or ER. It's just preventative health. It offers doctor visits via webcam or video chat, but you can't go in and see a doctor.

Speaker speaker_1: Okay. Okay. Uh, okay. You don't have... I have problem speaking here. I want to go dentist.

Speaker speaker_0: I'm, I'm sorry. You're breaking up really bad. What was that?

Speaker speaker_1: Yeah.

Speaker speaker_0: Hello? Mr. Gardia?

Speaker speaker_1: Help, help.

Speaker speaker_0: Oh, okay. Sorry.

Speaker speaker_1: How do I see if I want to go to dentist?

Speaker speaker_0: You don't have dental coverage either.

Speaker speaker_1: What was that?

Speaker speaker_2: Okay, *fue se ma ba o ni ke*?

Speaker speaker_1: Yeah, just Medicare plus *fe fana* in the home. ■*e su ma ko bu fe*.

Speaker speaker_2: Vision?

Speaker speaker_1: Na, vision na. You say what, what?

Speaker speaker_0: You don't have vision or dental.

Speaker speaker_2: ■*i ke fe su ma ko mi*.

Speaker speaker_1: Oh, okay. It's only Medicare.

Speaker speaker_0: Only preventative health.

Speaker speaker_2: Okay. Ke elekan fi n shi doctor bas. Doctor bas, ki sin ba.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ■*e shi ma ko bo yi, o lo ma ko bo a ba now*. Ah.

Speaker speaker_1: Okay. Uh, well, when I want to ask, uh, for dentist, what can I go doing?

Speaker speaker_0: Okay. How long have you been working for Crown?

Speaker speaker_1: Like, uh, uh, like, uh, five months.

Speaker speaker_0: Okay. So, there's only two ways you can, um, add coverage. It's within 30 days of the first paycheck or during company open enrollment.

Speaker speaker_1: What?

Speaker speaker_0: There's only two times when you can enroll in coverage. The first time is 30 days from receiving your first paycheck, and then you can add dental on, give me one moment, about the beginning of December.

Speaker speaker_1: Okay. You said the 31st day for receiving checks?

Speaker speaker_0: Yep. So you have to add dental on within 30 days of receiving your first paycheck. And that's already passed. You've already been working with Crown for si- for five months.

Speaker speaker_1: Yes.

Speaker speaker_0: So, you have to wait until the beginning of December to add dental.

Speaker speaker_2: ■i ma fi fe wa ba.

Speaker speaker_1: Oh, okay. Oh, okay. Uh, when, when I, I'm going back to office de Crown. Uh, maybe I'm apply to, to add the, the dentist for me.

Speaker speaker_0: You're not eligible.

Speaker speaker_1: Oh, okay, okay, okay. Yeah. Okay. Thank you so much. Thank you.

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

Speaker speaker_1: Thank you. Thank you a lot.