

Transcript: Pearl

Rojas-6584438671982592-5888186623901696

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ludos. Who's this you're speaking with? My name is Brian. Is this- Can I assist you? Did you say your name was Pearl? Yes, sir. Okay. Um, give me one second. Okay. Um, I had a question about, um, I guess my health insurance coverage. Um, I just started working at StaffCorp, and I just needed a little bit more information as to, like, what I have or what I, what I can get. Okay. And you said StaffCorp? Yeah. Yeah. So I have Stephanie just here as a name. Is that where you applied? Yeah. Um, the... Yeah. It says, yeah. I have the, the health insurance acknowledgment letting me know- Okay. ... that, like, I'm not medically enrolled. Mm-hmm. And that paper has our name on it? Our phone number? Yeah. It says to see available health care plans, um, or additional benefits and/or enroll dependents and then call this number, which is the one I'm calling, um, but it's Benefits in a Card, so... For American StaffCorp. Yeah, so we are Benefits in a Card. Okay, American StaffCorp? Okay. Yeah. Is that not what I said? No. You had said Staff, StaffCorp or something. Yeah, you had said StaffCorp- Oh, okay. American StaffCorp. Okay, let me ask, what is the rest of your pro-... Oh, your pro- um, Social? Um, 8917. Okay. And your address and date of birth? My address is 11411 East 36th Street. And then date of birth is January 2nd, 1995. And what's the city and state? Chilocco, Oklahoma. Okay. And your phone number is 918-875-4647? Say it again? 918-875-4647. No. I need to update that. What's that new number? Uh, 918... Um, 895-2732. Okay. Mm-hmm. And your email address is rdrqzbryn@... You want a phone? That's correct. Okay. If you like, you can send you a copy of the benefit guide. It will show you the plans that are offered, what's covered through each plan and how much it costs a week. Sure. Okay. And then you do have 30 days from the 2nd of May to enroll, uh, well, to make changes, 'cause you're currently enrolled in a preventive health plan. In a preventative health plan? Yeah. Yes, sir. What, what does that mean? So that plan is just preventative services like your annual physicals, semi-CV screenings, some cancer screenings, diabetes, um, blood pressure, those kinds of screenings. Uh-huh. It doesn't cover going to the doctor or ER. It just covers preventative health. It doesn't cover, uh, eye, eye... like, eye exams? Nope. Those are... The, uh, dental, vision, those are all separate plans, so everything is separate. Medical, dental, vision, short-term disability, all them are separate plans. Okay. And then you said I would have until May 2nd to opt out? You have 30 days from- Just wait... What's the- ... May 2nd. Oh, okay. Okay. And you- So you're currently enrolled. We've made one deduction for that plan, so you are active and will receive your card by the end of the week. Um- Mm-hmm. ... if you don't want that, that plan, I can cancel that, and then you... when you're ready to enroll, you just give us a call back. Or we can leave that plan how it is until you're ready. However you prefer. Okay. Uh, no, just leave it like that. Um, I'll have to talk things over with my partner and then I'll see- Okay. ... what I want to do after that. All righty. We're here Monday to Friday,

8:00 AM to 8:00 PM Eastern Standard Time. Okay. Thank you. Thank you for calling. You have a great day. Mm. Bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Ludos. Who's this you're speaking with?

Speaker speaker_1: My name is Brian. Is this-

Speaker speaker_0: Can I assist you?

Speaker speaker_1: Did you say your name was Pearl?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Um, give me one second. Okay. Um, I had a question about, um, I guess my health insurance coverage. Um, I just started working at StaffCorp, and I just needed a little bit more information as to, like, what I have or what I, what I can get.

Speaker speaker_0: Okay. And you said StaffCorp?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah. So I have Stephanie just here as a name. Is that where you applied?

Speaker speaker_1: Yeah. Um, the... Yeah. It says, yeah. I have the, the health insurance acknowledgment letting me know-

Speaker speaker_0: Okay.

Speaker speaker_1: ... that, like, I'm not medically enrolled.

Speaker speaker_0: Mm-hmm. And that paper has our name on it? Our phone number?

Speaker speaker_1: Yeah. It says to see available health care plans, um, or additional benefits and/or enroll dependents and then call this number, which is the one I'm calling, um, but it's Benefits in a Card, so... For American StaffCorp.

Speaker speaker_0: Yeah, so we are Benefits in a Card. Okay, American StaffCorp?

Speaker speaker_1: Okay. Yeah. Is that not what I said?

Speaker speaker_0: No. You had said Staff, StaffCorp or something. Yeah, you had said StaffCorp-

Speaker speaker_1: Oh, okay. American StaffCorp.

Speaker speaker_0: Okay, let me ask, what is the rest of your pro-... Oh, your pro- um, Social?

Speaker speaker_1: Um, 8917.

Speaker speaker_0: Okay. And your address and date of birth?

Speaker speaker_1: My address is 11411 East 36th Street. And then date of birth is January 2nd, 1995.

Speaker speaker_0: And what's the city and state?

Speaker speaker_1: Chilocco, Oklahoma.

Speaker speaker_0: Okay. And your phone number is 918-875-4647?

Speaker speaker_1: Say it again?

Speaker speaker_0: 918-875-4647.

Speaker speaker_1: No. I need to update that.

Speaker speaker_0: What's that new number?

Speaker speaker_1: Uh, 918... Um, 895-2732.

Speaker speaker_0: Okay. Mm-hmm. And your email address is rdrqzbryn@... You want a phone?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. If you like, you can send you a copy of the benefit guide. It will show you the plans that are offered, what's covered through each plan and how much it costs a week.

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. And then you do have 30 days from the 2nd of May to enroll, uh, well, to make changes, 'cause you're currently enrolled in a preventive health plan.

Speaker speaker_1: In a preventative health plan?

Speaker speaker_0: Yeah. Yes, sir.

Speaker speaker_1: What, what does that mean?

Speaker speaker_0: So that plan is just preventative services like your annual physicals, semi-CV screenings, some cancer screenings, diabetes, um, blood pressure, those kinds of screenings.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: It doesn't cover going to the doctor or ER. It just covers preventative health.

Speaker speaker_1: It doesn't cover, uh, eye, eye... like, eye exams?

Speaker speaker_0: Nope. Those are... The, uh, dental, vision, those are all separate plans, so everything is separate. Medical, dental, vision, short-term disability, all them are separate plans.

Speaker speaker_1: Okay. And then you said I would have until May 2nd to opt out?

Speaker speaker_0: You have 30 days from-

Speaker speaker_1: Just wait... What's the-

Speaker speaker_0: ... May 2nd.

Speaker speaker_1: Oh, okay. Okay. And you-

Speaker speaker_0: So you're currently enrolled. We've made one deduction for that plan, so you are active and will receive your card by the end of the week. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if you don't want that, that plan, I can cancel that, and then you... when you're ready to enroll, you just give us a call back. Or we can leave that plan how it is until you're ready. However you prefer.

Speaker speaker_1: Okay. Uh, no, just leave it like that. Um, I'll have to talk things over with my partner and then I'll see-

Speaker speaker_0: Okay.

Speaker speaker_1: ... what I want to do after that.

Speaker speaker_0: All righty. We're here Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you for calling. You have a great day.

Speaker speaker_1: Mm. Bye.