

## Transcript: Pearl

**Rojas-6597890319368192-5249795379740672**

### 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 has the pleasure of speaking with? Yeah, my name is Michael Baca and, um, I'm calling in regards to, um, my company is, uh, offering benefits, so I guess, um, I don't know how it goes, but I think I'm trying to enroll to get benefits. Okay. You want to enroll in benefits today? What's the name of this company- Oh. ... that you work for? Uh, the Partners Personnel. All righty. And what are the last four digits of your Social? Uh, 5-1-7-5. Can you repeat your name for me? Excuse me? Repeat your name. Uh, Michael Baca. Uh, it's B as in boy, A-C-C-A. All righty. And you can confirm your address and date of birth? My address? Yes. It's, uh, 24187 Postal Avenue, Moreno Valley, California 92553. And then my date of birth is June 10th, 1986. All righty. Now your phone number is 951-630-6293? Correct. And have you emailed us as mikeebaca86@gmail.com? It's, uh, Michael Baca. So, Michael- B as in boy, A... Yeah. B as in boy, A-C-C-A. Mikeebaca86@gmail.com? Yeah. Oh, no, no. Yeah. You're right. You're right. My, my, my email is, Mikee, it's M-I-K-E-E baca@gmail.com. Right? Or 86. Uh, mikebaca86@gmail.com. That's the one. I apologize. All righty. And you are eligible to enroll in coverage today, so do you know what you're wanting to enroll in? Um, at the moment, uh, I'm not familiar or, uh, I, I don't know what they're offering really. Um, I don't know- Well, we offer- ... um, ... Well, we offer it all. They offer medical, dental, vision, short-term disability. They offer virtual primary care. Um, they offer life insurance, critical illness, uh, group accidents- How's the coverage though? ... additional coverage and medical. Uh, it just depends on what plan you choose. The medical plans that are VIP, um, VIP Standard, VIP Plus and VIP Prime, those ones don't have deductibles or copays, but they only cover to a certain dollar amount as to where the MEC Enhanced, there is copays, but once you pay the copay, the remainder of the bill is covered by the insurance carrier. Um, so it really just depends. Okay. All right. Um, so, look, I hate to do this because I got to go clock in for work. I'm at lunch right now. Is there a way I could call you back or you could call me back? Um... 03:51 You can give us a call back- Because right now, I don't know. ... here till 8:00 PM Eastern Standard Time, um, and then you- Are you ser-... I don't want to hang up right now and then be like, "Oh, you lost your eligibility for, for benefits because you, uh, you didn't enroll on a certain date." Can that happen? Let's see. You have until, you have until the 8th of January. Okay. Cool. Cool. Cool. All right. And then I'll send you a copy of the benefit guide and that shows you all the plans that they offer. Okay? Okay. And that, and it shows me, like, the coverage, how much, um, uh, I'll make... How much is going to be coming out of my check? Is there a certain amount that's going to cover or come out of my check to cover the, the insurance? Yep. It'll show you how much it costs every week, how much they cover for each service. It's gonna take, um, a whole booklet with charts in it and everything that shows

you all the plans and, and everything it's going to cost. All right. Perfect. All right. Thank you. No problem. Thank you so much for calling. You have a great day. You too.

## 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 has the pleasure of speaking with?

Speaker speaker\_2: Yeah, my name is Michael Baca and, um, I'm calling in regards to, um, my company is, uh, offering benefits, so I guess, um, I don't know how it goes, but I think I'm trying to enroll to get benefits.

Speaker speaker\_1: Okay. You want to enroll in benefits today? What's the name of this company-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... that you work for?

Speaker speaker\_2: Uh, the Partners Personnel.

Speaker speaker\_1: All righty. And what are the last four digits of your Social?

Speaker speaker\_2: Uh, 5-1-7-5.

Speaker speaker\_1: Can you repeat your name for me?

Speaker speaker\_2: Excuse me?

Speaker speaker\_1: Repeat your name.

Speaker speaker\_2: Uh, Michael Baca. Uh, it's B as in boy, A-C-C-A.

Speaker speaker\_1: All righty. And you can confirm your address and date of birth?

Speaker speaker\_2: My address?

Speaker speaker\_1: Yes.

Speaker speaker\_2: It's, uh, 24187 Postal Avenue, Moreno Valley, California 92553. And then my date of birth is June 10th, 1986.

Speaker speaker\_1: All righty. Now your phone number is 951-630-6293?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And have you emailed us as mikeebaca86@gmail.com?

Speaker speaker\_2: It's, uh, Michael Baca.

Speaker speaker\_1: So, Michael-

Speaker speaker\_2: B as in boy, A... Yeah. B as in boy, A-C-C-A.

Speaker speaker\_1: Mikeebaca86@gmail.com?

Speaker speaker\_2: Yeah. Oh, no, no. Yeah. You're right. You're right. My, my, my email is, Mikee, it's M-I-K-E-E baca@gmail.com. Right? Or 86.

Speaker speaker\_1: Uh, mikebaca86@gmail.com.

Speaker speaker\_2: That's the one. I apologize.

Speaker speaker\_1: All righty. And you are eligible to enroll in coverage today, so do you know what you're wanting to enroll in?

Speaker speaker\_2: Um, at the moment, uh, I'm not familiar or, uh, I, I don't know what they're offering really. Um, I don't know-

Speaker speaker\_1: Well, we offer-

Speaker speaker\_2: ... um, ...

Speaker speaker\_1: Well, we offer it all. They offer medical, dental, vision, short-term disability. They offer virtual primary care. Um, they offer life insurance, critical illness, uh, group accidents-

Speaker speaker\_2: How's the coverage though?

Speaker speaker\_1: ... additional coverage and medical. Uh, it just depends on what plan you choose. The medical plans that are VIP, um, VIP Standard, VIP Plus and VIP Prime, those ones don't have deductibles or copays, but they only cover to a certain dollar amount as to where the MEC Enhanced, there is copays, but once you pay the copay, the remainder of the bill is covered by the insurance carrier. Um, so it really just depends.

Speaker speaker\_2: Okay. All right. Um, so, look, I hate to do this because I got to go clock in for work. I'm at lunch right now. Is there a way I could call you back or you could call me back? Um... 03:51

Speaker speaker\_1: You can give us a call back-

Speaker speaker\_2: Because right now, I don't know.

Speaker speaker\_1: ... here till 8:00 PM Eastern Standard Time, um, and then you-

Speaker speaker\_2: Are you ser-... I don't want to hang up right now and then be like, "Oh, you lost your eligibility for, for benefits because you, uh, you didn't enroll on a certain date." Can that happen?

Speaker speaker\_1: Let's see. You have until, you have until the 8th of January.

Speaker speaker\_2: Okay. Cool. Cool. Cool. All right.

Speaker speaker\_1: And then I'll send you a copy of the benefit guide and that shows you all the plans that they offer. Okay?

Speaker speaker\_2: Okay. And that, and it shows me, like, the coverage, how much, um, uh, I'll make... How much is going to be coming out of my check? Is there a certain amount that's going to cover or come out of my check to cover the, the insurance?

Speaker speaker\_1: Yep. It'll show you how much it costs every week, how much they cover for each service. It's gonna take, um, a whole booklet with charts in it and everything that shows you all the plans and, and everything it's going to cost.

Speaker speaker\_2: All right. Perfect. All right. Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.