

Transcript: Pearl

Rojas-6623180685787136-5024583187906560

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? Uh, yes, my name is Jordan Jones. And how can I assist you? I'm sorry? How can I assist you? Oh, yes. I just need my, uh, member ID. I need all of my, um, my, uh, numbers for my card. I'm getting ready to go into urgent care. Okay. What's the name of the staffing agency you work for? Carlton Staffing. And the last 42 of your social? 5906. All righty. Then you can verify your address and date of birth for me. 11/17/1991, 2846 Whispering Creek, Fresno, Texas 77545. All righty. Now your phone number is 832-893-5033? Correct. Can I have your email just as jordan.aimhigh@gmail.com? That's correct. All right. So I can definitely get you a copy of your card sent to you but you are in a plan that is, um, preventative health only. So it would be like your annual checkup, your STD screenings, um, cancer screenings, things like that. It doesn't cover going to the doctor or ER. Okay. How can I change that? Um, you do have telehealth services with, with a doctor via, via, um, webcam or online. You just can't go in. Um, and then to change it, it looks like you're out of your enrollment period. Let me see when Carlton's open enrollment is for their company. Give me one moment. So Carlton's open enrollment is about the 25th of December until the end of January. Okay, so I can change it then? Yes. Okay. And, um, I guess can you, can you send that over to me so I can have my file? Definitely. I can definitely get that sent over to you. It's gonna come from info@benefitsinacard.com. It should go to your inbox and you should see in your Inbox Chash folder. Okay. Should I go to, um... Should I, uh, use the WebMD? Maybe I should use that one? Yep, you can definitely use that. Um, that is included in your plan. Um, just going into the doctor is not. Okay. All right. Well, yeah, can you send that over please? Definitely. Do you have any other questions? Uh, no, that's it. All righty. Thank you so much for calling. Have a great day.

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: Uh, yes, my name is Jordan Jones.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Oh, yes. I just need my, uh, member ID. I need all of my, um, my, uh, numbers for my card. I'm getting ready to go into urgent care.

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

Speaker speaker_2: Carlton Staffing.

Speaker speaker_1: And the last 42 of your social?

Speaker speaker_2: 5906.

Speaker speaker_1: All righty. Then you can verify your address and date of birth for me.

Speaker speaker_2: 11/17/1991, 2846 Whispering Creek, Fresno, Texas 77545.

Speaker speaker_1: All righty. Now your phone number is 832-893-5033?

Speaker speaker_2: Correct.

Speaker speaker_1: Can I have your email just as jordan.aimhigh@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. So I can definitely get you a copy of your card sent to you but you are in a plan that is, um, preventative health only. So it would be like your annual checkup, your STD screenings, um, cancer screenings, things like that. It doesn't cover going to the doctor or ER.

Speaker speaker_2: Okay. How can I change that?

Speaker speaker_1: Um, you do have telehealth services with, with a doctor via, via, um, webcam or online. You just can't go in. Um, and then to change it, it looks like you're out of your enrollment period. Let me see when Carlton's open enrollment is for their company. Give me one moment. So Carlton's open enrollment is about the 25th of December until the end of January.

Speaker speaker_2: Okay, so I can change it then?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. And, um, I guess can you, can you send that over to me so I can have my file?

Speaker speaker_1: Definitely. I can definitely get that sent over to you. It's gonna come from info@benefitsinacard.com. It should go to your inbox and you should see in your Inbox Chash folder.

Speaker speaker_2: Okay. Should I go to, um... Should I, uh, use the WebMD? Maybe I should use that one?

Speaker speaker_1: Yep, you can definitely use that. Um, that is included in your plan. Um, just going into the doctor is not.

Speaker speaker_2: Okay. All right. Well, yeah, can you send that over please?

Speaker speaker_1: Definitely. Do you have any other questions?

Speaker speaker_2: Uh, no, that's it.

Speaker speaker_1: All righty. Thank you so much for calling. Have a great day.