

Transcript: Pearl

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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 do I have the pleasure of speaking with? Um, Alanna Lewis Thomas. I'm calling to see, um, what is... How does emergency services work when I'm at the clinic? I'm sorry, the emergency services? Yes. If I get started with that. And what's your name? Yep. What's your name last night that you used for reporting? It's Alanna. It's Alanna Thomas. And the last four digits of your social security card? 6175. 6175? Mm-hmm. Okay. Repeat your name for me? Alanna Lewis Thomas. Okay. And confirm your address and date of birth? 2905 Arapahoe Drive, uh, Louisville, Kentucky 40216. Date of birth 4/27/97. Okay. And I have your phone number as 502-310-2100? Mm-hmm. And I have your email address as your first name, age, maya@gmail.com? Mm-hmm. Okay. So, you do have... Let me see. Enhanced. And you're saying y- you want to know how the emergency services work? Yes. So if I go to the emergency room, what is, like, what is the payment? Am I responsible for a portion of the payment or? So with hospital admission, your plan covers \$1,000 a day for one day. And then if you're confined to the hospital, if you have to stay, they cover \$100 a day for 30 days. And then with those two coverages, whatever is left after they pay their portion, you're responsible for. So without admission, emergency services. So if I go to the ER? For the hospital emergency room, they cover \$250 and then you're responsible for the remainder. Okay. Thank you. No problem. 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 afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker_2: Um, Alanna Lewis Thomas. I'm calling to see, um, what is... How does emergency services work when I'm at the clinic?

Speaker speaker_1: I'm sorry, the emergency services?

Speaker speaker_2: Yes. If I get started with that.

Speaker speaker_1: And what's your name?

Speaker speaker_2: Yep.

Speaker speaker_1: What's your name last night that you used for reporting?

Speaker speaker_2: It's Alanna. It's Alanna Thomas.

Speaker speaker_1: And the last four digits of your social security card?

Speaker speaker_2: 6175.

Speaker speaker_1: 6175?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Repeat your name for me?

Speaker speaker_2: Alanna Lewis Thomas.

Speaker speaker_1: Okay. And confirm your address and date of birth?

Speaker speaker_2: 2905 Arapahoe Drive, uh, Louisville, Kentucky 40216. Date of birth 4/27/97.

Speaker speaker_1: Okay. And I have your phone number as 502-310-2100?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And I have your email address as your first name, age, maya@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So, you do have... Let me see. Enhanced. And you're saying y-you want to know how the emergency services work?

Speaker speaker_2: Yes. So if I go to the emergency room, what is, like, what is the payment? Am I responsible for a portion of the payment or?

Speaker speaker_1: So with hospital admission, your plan covers \$1,000 a day for one day. And then if you're confined to the hospital, if you have to stay, they cover \$100 a day for 30 days. And then with those two coverages, whatever is left after they pay their portion, you're responsible for.

Speaker speaker_2: So without admission, emergency services. So if I go to the ER?

Speaker speaker_1: For the hospital emergency room, they cover \$250 and then you're responsible for the remainder.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. Have a great day.