

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefit Dental Card. My name is ... Hello? Hello? Hello? Hello? Yes, I was calling because you- Is this the 10th time you've said hello? Yes, I was calling because you guys just sent me my insurance card, but it don't say what, what card is it, what kind of insurance, who is it with. It don't say, like... It's, it's not enough information. So, so what... You're saying the card is... Has nothing on it? Okay. So you guys sent me a medical card, and it say, "No dedu- no medical multi-plan. To find a provider, call," or something. I never had a insurance card like this. Seem like I can't never use this stuff. I couldn't even use it on my prescription. So do- What you want- In order to use it you just can't... You just got to go to the people and... Mean you gotta call you guys before I go to the doctor? No, so to, to... Let me see what plan you have. It sounds like you have the Preventive Health Plan, um, and with that there is a... You, you do have to see a doctor in a network. That's why you would call that find-a-provider number. And it'll show you for... It'll let you know providers in the area that, that accept the insurance. Um, what is the name of the staffing agency you work for? BSG. BSG or... I don't have a staffing name BSG. No, it's BG. Is it BG Staffing on the insurance? BG. And what is the last four digits of your Social? 2725. And your name? LaDetria Lander. And again, the last four of your Social is 5725. 2725. 2725. Okay. And if you can confirm your address and date of birth. 12/05/84 5422 Lexington Avenue. And the city and state. And the city and state. Um, Benton, Arkansas. 70201. Okay. And I have your phone number as 256-2793? Mm-hmm. Okay. So yes, you're in the Preventative Health Plan with free Rx built-in. So with... As far as prescription coverage, you have free Rx. You would just have to go to freerx.com and click on Member Login. Correct. Once you do that, you'll click on New Registration and register there. Uh, once you do register there- ... you'll see your ID card in that, in that account and then you'll be able to use that coverage for prescriptions if your prescription- I need, I need medical. I got a doctor's appointment tomorrow and I will need my medical. Okay. So you're currently not enrolled in a medical plan. You're enrolled in a preventive health plan so you can do, like, your annual physical, uh, immunizations, some STI screenings, some cancer screenings, that sort of thing. But you're not enrolled in a medical plan. Yes, okay. So that's what I have tomorrow, is for my annual and things of that nature 'cause they was wanting the, um, they was wanting the, the, um, the medical thing, so I don't have anything to cover that for my annual tomorrow with my doctor. If it's your annual physical, you can present them with the card that you have, um, because that's for your preventive health services. Can I just cancel this insurance now? Okay. Do you want to cancel it all together or just that plan? Yeah, everything all together. Okay. Cancellations do take one to two weeks to process, so it's possible you'll see one or two more deductions, but at most it'd be two. Okay. Do you have any questions? Okay. So when do... When, when do the cancellation go in effect? So it takes one to two weeks. It depends on the staffing agency and

the, um, the... Just the timeframe. How fast the, the def- the cancellation goes through the sp- system. Okay. All right, thank you. Thank you so much for calling. Have a great day. Thank you so much. You too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefit Dental Card. My name is ...

Speaker speaker_1: Hello? Hello?

Speaker speaker_0: Hello?

Speaker speaker_1: Hello? Yes, I was calling because you-

Speaker speaker_0: Is this the 10th time you've said hello?

Speaker speaker_1: Yes, I was calling because you guys just sent me my insurance card, but it don't say what, what card is it, what kind of insurance, who is it with. It don't say, like... It's, it's not enough information.

Speaker speaker_0: So, so what... You're saying the card is... Has nothing on it?

Speaker speaker_1: Okay. So you guys sent me a medical card, and it say, "No dedu- no medical multi-plan. To find a provider, call," or something. I never had a insurance card like this. Seem like I can't never use this stuff. I couldn't even use it on my prescription. So do-

Speaker speaker_0: What you want-

Speaker speaker_1: In order to use it you just can't... You just got to go to the people and... Mean you gotta call you guys before I go to the doctor?

Speaker speaker_0: No, so to, to... Let me see what plan you have. It sounds like you have the Preventive Health Plan, um, and with that there is a... You, you do have to see a doctor in a network. That's why you would call that find-a-provider number. And it'll show you for... It'll let you know providers in the area that, that accept the insurance. Um, what is the name of the staffing agency you work for?

Speaker speaker_1: BSG.

Speaker speaker_0: BSG or... I don't have a staffing name BSG.

Speaker speaker_1: No, it's BG. Is it BG Staffing on the insurance?

Speaker speaker_0: BG. And what is the last four digits of your Social?

Speaker speaker_1: 2725.

Speaker speaker_0: And your name?

Speaker speaker_1: LaDetria Lander.

Speaker speaker_0: And again, the last four of your Social is 5725.

Speaker speaker_1: 2725.

Speaker speaker_0: 2725. Okay. And if you can confirm your address and date of birth.

Speaker speaker_1: 12/05/84 5422 Lexington Avenue.

Speaker speaker_0: And the city and state. And the city and state.

Speaker speaker_1: Um, Benton, Arkansas. 70201.

Speaker speaker_0: Okay. And I have your phone number as 256-2793?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So yes, you're in the Preventative Health Plan with free Rx built-in. So with... As far as prescription coverage, you have free Rx. You would just have to go to freerx.com and click on Member Login.

Speaker speaker_1: Correct.

Speaker speaker_0: Once you do that, you'll click on New Registration and register there. Uh, once you do register there- ... you'll see your ID card in that, in that account and then you'll be able to use that coverage for prescriptions if your prescription-

Speaker speaker_1: I need, I need medical. I got a doctor's appointment tomorrow and I will need my medical.

Speaker speaker_0: Okay. So you're currently not enrolled in a medical plan. You're enrolled in a preventive health plan so you can do, like, your annual physical, uh, immunizations, some STI screenings, some cancer screenings, that sort of thing. But you're not enrolled in a medical plan.

Speaker speaker_1: Yes, okay. So that's what I have tomorrow, is for my annual and things of that nature 'cause they was wanting the, um, they was wanting the, the, um, the medical thing, so I don't have anything to cover that for my annual tomorrow with my doctor.

Speaker speaker_0: If it's your annual physical, you can present them with the card that you have, um, because that's for your preventive health services.

Speaker speaker_1: Can I just cancel this insurance now?

Speaker speaker_0: Okay. Do you want to cancel it all together or just that plan?

Speaker speaker_1: Yeah, everything all together.

Speaker speaker_0: Okay. Cancellations do take one to two weeks to process, so it's possible you'll see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Okay. So when do... When, when do the cancellation go in effect?

Speaker speaker_0: So it takes one to two weeks. It depends on the staffing agency and the, um, the... Just the timeframe. How fast the, the def- the cancellation goes through the sp-system.

Speaker speaker_1: Okay. All right, thank you.

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

Speaker speaker_1: You too.