

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Mike Sarkeesian. And how can I assist you? Um, I got a text message that, uh, saying, "It's not too late to enroll." Um, on top of that, I just got a letter from the hospital saying that I owe \$2,334. That's the reason why I went to the hospital and told them, "Hey, I need to sign up for welfare or whatever you guys have, because I can't afford what just happened to me right now." And now I have a bill in my hand. Do you understand what I'm getting at? Uh, somewhat. So you got a text message saying that you're not, um, too late to enroll in coverage, and you told the hospital that you needed assistance paying that bill, and you still received a bill? Is that what I'm understanding? Yes. Because I got there at 7:30, and, and I left there about 2:30 in the morning. And when I was leaving, the lady had said, uh, "We put in the thing after midnight. Uh, because you came before midnight, and, uh, we put it after, you may get charged for this hospital visit." And I said, "No. How is that my fault? Like, I told you guys when I first came here, I need Medi-Cal so I could take care of this bite. Like, I don't want to get rabies, you know?" And so basically she said that if any issues happen, to come back and we'll clear it. And I was like, "It sounds like you've said that before." So, I was a little concerned and apprehensive. Now I'm not too happy. Okay. So, the coverage that is offered... Do you work for a staffing agency? Excuse me? Do you work for a staffing agency? No. No, I'm not working at the moment. Okay, so we offer health... We assist with healthcare enrollment for staffing agencies. The, uh, assistance that they give you at the hospital is separate, and it's, it's different. What is this phone call for? We are the healthcare administrators for staffing agencies. Healthcare administrator for, for staffing agencies? Mm-hmm. I think I mistook who you were on the phone. I am so sorry. I thought you were basically like a, um, me- Medi-Cal, uh, operator on the phone. No, that's okay. I am terribly sorry for that. That is so my mistake. I am so, so sorry. No, no. Oh my goodness. You are totally fine. No worries. Okay. Yeah, as far as the staffing agency thing, um, there's been no luck as far as finding work. Um, I'm trying to find work. Um, hopefully I can get hired at Boeing, 'cause I went and talked to them the other day. So, we'll see how that goes. But I... All right. Well, we can- I, I, I am 100% embarrassed. I am so sorry for that. No worries. You have a great afternoon. All right. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: 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_1: My name is Mike Sarkeesian.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I got a text message that, uh, saying, "It's not too late to enroll." Um, on top of that, I just got a letter from the hospital saying that I owe \$2,334. That's the reason why I went to the hospital and told them, "Hey, I need to sign up for welfare or whatever you guys have, because I can't afford what just happened to me right now." And now I have a bill in my hand. Do you understand what I'm getting at?

Speaker speaker_0: Uh, somewhat. So you got a text message saying that you're not, um, too late to enroll in coverage, and you told the hospital that you needed assistance paying that bill, and you still received a bill? Is that what I'm understanding?

Speaker speaker_1: Yes. Because I got there at 7:30, and, and I left there about 2:30 in the morning. And when I was leaving, the lady had said, uh, "We put in the thing after midnight. Uh, because you came before midnight, and, uh, we put it after, you may get charged for this hospital visit." And I said, "No. How is that my fault? Like, I told you guys when I first came here, I need Medi-Cal so I could take care of this bite. Like, I don't want to get rabies, you know?" And so basically she said that if any issues happen, to come back and we'll clear it. And I was like, "It sounds like you've said that before." So, I was a little concerned and apprehensive. Now I'm not too happy.

Speaker speaker_0: Okay. So, the coverage that is offered... Do you work for a staffing agency?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Do you work for a staffing agency?

Speaker speaker_1: No. No, I'm not working at the moment.

Speaker speaker_0: Okay, so we offer health... We assist with healthcare enrollment for staffing agencies. The, uh, assistance that they give you at the hospital is separate, and it's, it's different.

Speaker speaker_1: What is this phone call for?

Speaker speaker_0: We are the healthcare administrators for staffing agencies.

Speaker speaker_1: Healthcare administrator for, for staffing agencies?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I think I mistook who you were on the phone. I am so sorry. I thought you were basically like a, um, me- Medi-Cal, uh, operator on the phone.

Speaker speaker_0: No, that's okay.

Speaker speaker_1: I am terribly sorry for that. That is so my mistake. I am so, so sorry.

Speaker speaker_0: No, no.

Speaker speaker_1: Oh my goodness.

Speaker speaker_0: You are totally fine. No worries.

Speaker speaker_1: Okay. Yeah, as far as the staffing agency thing, um, there's been no luck as far as finding work. Um, I'm trying to find work. Um, hopefully I can get hired at Boeing, 'cause I went and talked to them the other day. So, we'll see how that goes. But I...

Speaker speaker_0: All right. Well, we can-

Speaker speaker_1: I, I, I am 100% embarrassed. I am so sorry for that.

Speaker speaker_0: No worries. You have a great afternoon.

Speaker speaker_1: All right. Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.