

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else's pleasure speaking with? Hi. My name's Lori Esposito. Um, I have a question. So I have an appointment coming up on the 17th, and I haven't received my card yet. I was wondering if I can get my ID number so I can give it to you- Okay. What's the name of the- ... receptionist? Sorry. Go ahead. No, you're fine. I'm sorry. What's the name of the staffing agency you work for? America Works. America Works? That's where you applied? Uh, that's where I'm currently working. Okay. What's the name of the staffing? Oh, sorry, Nora Staffing. All righty. And the last four digits of your social? 6183. Okay. And your name? Lori, L-O-R-I. Esposito, E-S-P-O-S-I-T-O. Okay. And if you can confirm your address and date of birth? 365 11th Street, Brooklyn, New York, 11215. Birthdate, 12/05/1991. Okay. Can I have your phone number as 543-8561? Yep. Can I have your email address as lorieespositos5@gmail.com? Yep. Let me just take a look and... Okay. So give me one moment. Okay. And you said your... Wh- Um, I'm sorry, when is your appointment? The 17th. Okay. So it looks like the, the... your cards aren't ready to be downloaded yet. Um, you should receive them in your email by the end of the week. Okay. But I'm gonna reach out to my, uh, main office and let them know that you're... you've been active for a couple days already and your, your cards aren't populating. If they can get me... It usually takes about 24 to 48 hours. If they can get me cards before, um, you... before the weekend, then I'll give you a call. Um, actually, well, regardless, I'll give you a call as soon as they let me know, either give, um... provide me with the cards or let me know when they'll be available. I'll give you a call and let you know. Okay. Um, and question. Uh, so I told them they need to check if, um, your... the insurance was accepted there. Is it ASA they're checking with or APL? Um, so if it's a medical appointment, it's gonna be with APL. If it's preventative health, it would be 90 Degree Benefits. I'm sorry, say again. If it is a medical appointment- Mm-hmm. ... then it would be with APL. If, if it's preventative health, you would, um... it would be 90 Degrees. 90 Degrees? Yes. 'Cause that's for your preventative health plan is 90 Degree Benefits and then your medical is through APL. Sorry, 90 Degrees. W- That's the name of the company? Yes. It's a, their shared carrier, 90 Degree Benefit, 90 Degrees Benefit. Okay. Okay, thank you so much. No problem. Thank you so much for calling. I'll be in touch soon. Thank you. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else's pleasure speaking with?

Speaker speaker_1: Hi. My name's Lori Esposito. Um, I have a question. So I have an appointment coming up on the 17th, and I haven't received my card yet. I was wondering if I can get my ID number so I can give it to you-

Speaker speaker_0: Okay. What's the name of the-

Speaker speaker_1: ... receptionist? Sorry. Go ahead.

Speaker speaker_0: No, you're fine. I'm sorry. What's the name of the staffing agency you work for?

Speaker speaker_1: America Works.

Speaker speaker_0: America Works? That's where you applied?

Speaker speaker_1: Uh, that's where I'm currently working.

Speaker speaker_0: Okay. What's the name of the staffing?

Speaker speaker_1: Oh, sorry, Nora Staffing.

Speaker speaker_0: All righty. And the last four digits of your social?

Speaker speaker_1: 6183.

Speaker speaker_0: Okay. And your name?

Speaker speaker_1: Lori, L-O-R-I. Esposito, E-S-P-O-S-I-T-O.

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

Speaker speaker_1: 365 11th Street, Brooklyn, New York, 11215. Birthdate, 12/05/1991.

Speaker speaker_0: Okay. Can I have your phone number as 543-8561?

Speaker speaker_1: Yep.

Speaker speaker_0: Can I have your email address as lorieespositos5@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Let me just take a look and... Okay. So give me one moment. Okay. And you said your... Wh- Um, I'm sorry, when is your appointment?

Speaker speaker_1: The 17th.

Speaker speaker_0: Okay. So it looks like the, the... your cards aren't ready to be downloaded yet. Um, you should receive them in your email by the end of the week.

Speaker speaker_1: Okay.

Speaker speaker_0: But I'm gonna reach out to my, uh, main office and let them know that you're... you've been active for a couple days already and your, your cards aren't populating. If they can get me... It usually takes about 24 to 48 hours. If they can get me cards before, um, you... before the weekend, then I'll give you a call. Um, actually, well, regardless, I'll give you a

call as soon as they let me know, either give, um... provide me with the cards or let me know when they'll be available. I'll give you a call and let you know.

Speaker speaker_1: Okay. Um, and question. Uh, so I told them they need to check if, um, your... the insurance was accepted there. Is it ASA they're checking with or APL?

Speaker speaker_0: Um, so if it's a medical appointment, it's gonna be with APL. If it's preventative health, it would be 90 Degree Benefits.

Speaker speaker_1: I'm sorry, say again.

Speaker speaker_0: If it is a medical appointment-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... then it would be with APL. If, if it's preventative health, you would, um... it would be 90 Degrees.

Speaker speaker_1: 90 Degrees?

Speaker speaker_0: Yes. 'Cause that's for your preventative health plan is 90 Degree Benefits and then your medical is through APL.

Speaker speaker_1: Sorry, 90 Degrees. W- That's the name of the company?

Speaker speaker_0: Yes. It's a, their shared carrier, 90 Degree Benefit, 90 Degrees Benefit.

Speaker speaker_1: Okay. Okay, thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. I'll be in touch soon.

Speaker speaker_1: Thank you. Bye.