

## Transcript: Estefania

**Acevedo-5748862811684864-5204914431115264**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Aleenah. Did you fail? Yeah. Who goes? Sorry, my name is Stephanie. How can I assist you? Yeah, hi, my name is Aleenah Besoff, and I, I would like to know now about, uh, a little like off-shore, it's about dental insurance. Okay. Um, what staff and agency are you working with? Uh, Care Builders at Home. I'm sorry, can you give me that name again? Care Builders at Home. Care Builders, okay. And then what are the last four of your Social? 3487. Okay, thank you. For security purposes, could you please verify your full address as well as your date of birth? August 22, '52, 8081 Pebble Creek Drive, Flower, Michigan 48622. Okay, thank you. And then I have your phone number as 989-802-1915. Correct. And I have ibbrusseau2028@charter.net. Is that up-to-date? Correct. Correct. Okay. And then, did you want me to go over all the plans, or did you just want me to go over, um, the dental plan? 'Cause I can go over all the plans. Just, just, just dental. Mm-hmm. What kind of dental is the insurance? Okay, yeah. Give me one second. All right. So, they only offer one dental plan. For that dental plan, if you select the employee plan, that would be \$3.64 from your paycheck weekly. That dental plan covers a preventative visit at 100%. A basic visit, which would be considered like a cleansing of the teeth, that would be covered at 80%. Basic restorative, meaning if they find a cavity and got to fill it, that would be covered at 80%. X-rays are covered at 80%, and you have an annual maximum of \$500. For the dental plan, you would have to give a one-time deductible. If you choose the individual plan, which is for employee, that would be a one-time deductible of \$50. And if you choose the family plan, that would be a one-time deductible of \$150. Y- y- y- just what, what about is it through, like, dentures and, uh, partial? Um, so any specific questions regarding, like, the dental plan, I would have to direct you to two different, um, phone numbers and they could answer those questions 'cause I can really just provide what I see on the guide, which it lets me know that a preventative visit is covered at 100%, a basic at \$80, basic restorative at \$80, X-rays at \$80, and your annual maximum of \$500. But not nothing major? No. No major? No, ma'am. Okay. Okay, let's, uh, let's do enroll. Mm-hmm. Okay. Did you just want to enroll into the dental one or did you want to add another one as well? Uh, you mean like health insurance? No, I have health insurance. Okay, so just dental? Yes. Okay. Um, did you want to do the employee plan only or did you want to add dependents? So for employee only, it's \$3.64 weekly from your paycheck. For employee and spouse, it would be \$7.01. Employee and spouse- No, just, just, just me. Okay. All right. Um, do you allow A-T-C Healthcare to make the weekly deduction of \$3.64 for the dental plan? Mm-hmm. Okay. I would like to advise you that your plan has a effective date of January the 6th. O- Okay. And, uh, what, what it will be deductible? \$100? Uh, no, the deductible for the dental plan is only a \$50. Uh-huh, okay. And that deductible, you would only give once. It's a one-time deductible of \$50. Mm-hmm. And then, um, so once you see that

deduction of \$3.64 come from your- Mm-hmm. ... paycheck, you should have- Mm-hmm. ... active coverage by January 6th. That's the date of your effective date. Okay, January the 6th to 15th. Mm-hmm. Okay. And then by that first week of your activation week, you should be receiving your dental card. And if for some reason once you have active coverage, if you still don't have your card, and let's say you have a dentist appointment coming up, you're welcome to give us a call and we can email you your card to that email on file. Thank you. B- what about is it I supposed to go any doctor or just what is in plan? What can I do? So for you, so for your dental plan, um, it's through Carenton. You could contact that n- doctor, and they'll give you, um, places to go to if you contact that phone number. And you'll get all that information once you become active. So although that's gonna be on your card. Okay. Yes, ma'am. Did you have any more questions? No. No. Okay. That's all. Just in, just in case you did want to add any more in the future, today would be your last day. So if you do want to add another plan, let's say, later in the day, you're welcome to give us a call. We're open from- Mm-hmm. ... 8:00 AM up until 8:00 PM Eastern time. Okay. Mm-hmm. But I have you down for the dental plan, okay? Okay. Mm-hmm. Thank you very much and happy New Year. Thank you. Happy New Year. Mm-hmm. Bye-bye. Bye. We are done? Everything is, uh, all set? Yes. Yes, ma'am. All right. Okay, bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is Aleenah.

Speaker speaker\_2: Did you fail?

Speaker speaker\_0: Yeah.

Speaker speaker\_2: Who goes?

Speaker speaker\_0: Sorry, my name is Stephanie. How can I assist you?

Speaker speaker\_2: Yeah, hi, my name is Aleenah Besoff, and I, I would like to know now about, uh, a little like off-shore, it's about dental insurance.

Speaker speaker\_0: Okay. Um, what staff and agency are you working with?

Speaker speaker\_2: Uh, Care Builders at Home.

Speaker speaker\_0: I'm sorry, can you give me that name again?

Speaker speaker\_2: Care Builders at Home.

Speaker speaker\_0: Care Builders, okay. And then what are the last four of your Social?

Speaker speaker\_2: 3487.

Speaker speaker\_0: Okay, thank you. For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_1: August 22, '52, 8081 Pebble Creek Drive, Flower, Michigan 48622.

Speaker speaker\_0: Okay, thank you. And then I have your phone number as 989-802-1915.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have ibbrusseau2028@charter.net. Is that up-to-date?

Speaker speaker\_1: Correct. Correct.

Speaker speaker\_0: Okay. And then, did you want me to go over all the plans, or did you just want me to go over, um, the dental plan? 'Cause I can go over all the plans.

Speaker speaker\_1: Just, just, just dental.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: What kind of dental is the insurance?

Speaker speaker\_0: Okay, yeah. Give me one second. All right. So, they only offer one dental plan. For that dental plan, if you select the employee plan, that would be \$3.64 from your paycheck weekly. That dental plan covers a preventative visit at 100%. A basic visit, which would be considered like a cleansing of the teeth, that would be covered at 80%. Basic restorative, meaning if they find a cavity and got to fill it, that would be covered at 80%. X-rays are covered at 80%, and you have an annual maximum of \$500. For the dental plan, you would have to give a one-time deductible. If you choose the individual plan, which is for employee, that would be a one-time deductible of \$50. And if you choose the family plan, that would be a one-time deductible of \$150.

Speaker speaker\_1: Y- y- y- just what, what about is it through, like, dentures and, uh, partial?

Speaker speaker\_0: Um, so any specific questions regarding, like, the dental plan, I would have to direct you to two different, um, phone numbers and they could answer those questions 'cause I can really just provide what I see on the guide, which it lets me know that a preventative visit is covered at 100%, a basic at \$80, basic restorative at \$80, X-rays at \$80, and your annual maximum of \$500.

Speaker speaker\_1: But not nothing major?

Speaker speaker\_0: No.

Speaker speaker\_1: No major?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Okay. Okay, let's, uh, let's do enroll. Mm-hmm.

Speaker speaker\_0: Okay. Did you just want to enroll into the dental one or did you want to add another one as well?

Speaker speaker\_1: Uh, you mean like health insurance? No, I have health insurance.

Speaker speaker\_0: Okay, so just dental?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, did you want to do the employee plan only or did you want to add dependents? So for employee only, it's \$3.64 weekly from your paycheck. For employee and spouse, it would be \$7.01. Employee and spouse-

Speaker speaker\_1: No, just, just, just me.

Speaker speaker\_0: Okay. All right. Um, do you allow A-T-C Healthcare to make the weekly deduction of \$3.64 for the dental plan?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. I would like to advise you that your plan has a effective date of January the 6th.

Speaker speaker\_1: O- Okay. And, uh, what, what it will be deductible? \$100?

Speaker speaker\_0: Uh, no, the deductible for the dental plan is only a \$50.

Speaker speaker\_1: Uh-huh, okay.

Speaker speaker\_0: And that deductible, you would only give once. It's a one-time deductible of \$50.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then, um, so once you see that deduction of \$3.64 come from your-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... paycheck, you should have-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... active coverage by January 6th. That's the date of your effective date.

Speaker speaker\_1: Okay, January the 6th to 15th.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then by that first week of your activation week, you should be receiving your dental card. And if for some reason once you have active coverage, if you still don't have your card, and let's say you have a dentist appointment coming up, you're welcome to give us a call and we can email you your card to that email on file. Thank you.

Speaker speaker\_1: B- what about is it I supposed to go any doctor or just what is in plan? What can I do?

Speaker speaker\_0: So for you, so for your dental plan, um, it's through Carenton. You could contact that n- doctor, and they'll give you, um, places to go to if you contact that phone number. And you'll get all that information once you become active. So although that's gonna

be on your card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, ma'am. Did you have any more questions?

Speaker speaker\_1: No. No.

Speaker speaker\_0: Okay.

Speaker speaker\_1: That's all.

Speaker speaker\_0: Just in, just in case you did want to add any more in the future, today would be your last day. So if you do want to add another plan, let's say, later in the day, you're welcome to give us a call. We're open from-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 8:00 AM up until 8:00 PM Eastern time.

Speaker speaker\_1: Okay. Mm-hmm.

Speaker speaker\_0: But I have you down for the dental plan, okay?

Speaker speaker\_1: Okay. Mm-hmm. Thank you very much and happy New Year.

Speaker speaker\_0: Thank you. Happy New Year.

Speaker speaker\_1: Mm-hmm. Bye-bye.

Speaker speaker\_0: Bye.

Speaker speaker\_1: We are done? Everything is, uh, all set?

Speaker speaker\_0: Yes. Yes, ma'am.

Speaker speaker\_1: All right. Okay, bye-bye.