

Transcript: Franchesca

Baez-5359649063747584-4585571134521344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Oh, hi. Yes. Hi. Hello. My name is Portia Taylor. I just left my dentist appointment because you guys don't cover dental cleaning, so I'm trying to figure out, um, what kind of plan am I paying for? Sure thing. So, we don't own any of the plans. We only administer the insurance. If there's a specific service that wasn't covered, you will have to speak with the carrier. Specifically speaking, the dental carrier is Carrington. Have you spoken with them? No. Can you transfer me over to them please? Of course. Bear with me one moment. Okay. Whew.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Oh, hi. Yes. Hi. Hello. My name is Portia Taylor. I just left my dentist appointment because you guys don't cover dental cleaning, so I'm trying to figure out, um, what kind of plan am I paying for?

Speaker speaker_2: Sure thing. So, we don't own any of the plans. We only administer the insurance. If there's a specific service that wasn't covered, you will have to speak with the carrier. Specifically speaking, the dental carrier is Carrington. Have you spoken with them?

Speaker speaker_1: No. Can you transfer me over to them please?

Speaker speaker_2: Of course. Bear with me one moment.

Speaker speaker_1: Okay. Whew.