

Transcript: Justin

Mills-4600877265895424-5893680944037888

Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey, how you doing, Justin? Doing pretty well, and yourself? Uh, I'm trying to do well. Um, I got a question. Um, I have insurance with y'all and I'm trying to see if I, eh, do I have any, uh, dental insurance? Um, yeah, let me check on that. What's that staffing agency you work for? Search. And the last four of your social? 5215. And what was your first and last name again? I'm sorry. Daniel Jackson. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Daniel? Uh, 2307, Apartment 8, City of Selma, State of Alabama, 36702. Looks like we have a different address on file. Which one y'all got? Uh, uh, Weaver Street, North Weaver Street. Yeah. Is that a old address? Yes. Here, and what's the updated address for you again? 2307 Summerfield Road, Apartment 8. Not eight, okay. Same city, same state? Yes, yes. Okay. And confirm your date of birth for me. 10/23/81. And a good telephone number have is 334-349-8752. Yes. And the email I have is d-j-a-y-e 81 at gmail? Yes. Okay. So looking at the file, it looks like you're enrolled into the MEC TeleRx, which just covers preventative healthcare services only. So it's medical. Um, so I'm not seeing anything regarding dental. Okay. Okay. Okay. All right. I

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Hey, how you doing, Justin?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: Uh, I'm trying to do well. Um, I got a question. Um, I have insurance with y'all and I'm trying to see if I, eh, do I have any, uh, dental insurance?

Speaker speaker_0: Um, yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Search.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5215.

Speaker speaker_0: And what was your first and last name again? I'm sorry.

Speaker speaker_1: Daniel Jackson.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Daniel?

Speaker speaker_1: Uh, 2307, Apartment 8, City of Selma, State of Alabama, 36702.

Speaker speaker_0: Looks like we have a different address on file.

Speaker speaker_1: Which one y'all got? Uh, uh, Weaver Street, North Weaver Street.

Speaker speaker_0: Yeah. Is that a old address?

Speaker speaker_1: Yes.

Speaker speaker_0: Here, and what's the updated address for you again?

Speaker speaker_1: 2307 Summerfield Road, Apartment 8.

Speaker speaker_0: Not eight, okay. Same city, same state?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Okay. And confirm your date of birth for me.

Speaker speaker_1: 10/23/81.

Speaker speaker_0: And a good telephone number have is 334-349-8752.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is d-j-a-y-e 81 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So looking at the file, it looks like you're enrolled into the MEC TeleRx, which just covers preventative healthcare services only. So it's medical. Um, so I'm not seeing anything regarding dental.

Speaker speaker_1: Okay. Okay. Okay. All right. I