

Transcript: Justin

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Full Transcript

Thank you for calling BenefitsNetCard. This is Justin. How can I help you today? Hi there, Justin. It's Davina. How are you? I'm doing well, and yourself? I'm doing pretty well. Um, I'm calling in regards to my benefits. I'm trying to book, um, a dentist appointment and I pay for dental, um, through, uh, my, um, agency, TRC. Mm-hmm. So what information do you need from me? Um, yeah, so TRC Staffing. What's the last four of your social? 4592. And what was your first and last name again? I'm sorry. Davina Patterson. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Davina? Yes. It's 2614 Waveney Hills Drive, Lawrenceville, Georgia 30044. And confirm your date of birth? Third of February, 1983. And a good telephone number have us 470-808-8493. Yes, sir. And the email have us davina patterson@protonmail.com? Yes. Okay. And how can I help you today? Um, I just wanted to see what I need to give to my dental- dentist, because I haven't received any, um, dental, like, any card, insurance card or anything like that. Yeah. Um, I could possibly email the ID cards to you just so you have 'em. Um, do you mind if I place you in a brief hold while I do that? Yes, please. Thank you. Okay. You're welcome. Hello, Davina, you still there? Yes, I'm still here. Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. So can I reach you at davina patterson@protonmail.com? Correct. Yes, ma'am. Okay. And also I was gonna ask you as well, um, is it, uh, what's the benefits? Is it, um, free cleaning and stuff on that? How, how does it work? Yes. Um, so I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, um, checkups for x-rays once per six months. However, when it comes to basic dental work, such as fillings and extractions, except surgical extractions, I do know those would be covered at 80% if met by a \$50 deductible. Okay. Okay. So there's, for cleanings and- for cleanings and stuff, is there any deductible I need to pay or no? Um, \$50. For cleaning? Oh, for cleanings? Mm-hmm. Um, let me see. Let me check the benefit guide. Bear with me. Thank you. Cleanings. So per- so there's no deductible, um, for the basic cleanings, checkups or x-rays. So those are covered at one- Okay. Perfect. And I- I've got Miss Logan on there as well. Is that correct? Correct Mm-hmm. Okay. So the- d- is their names on there or is it just the... I've got Miss- Um, so the- oh, we- Oh. Yeah. So the only dep- so the only dependent I'm seeing is Ziko Smith? No, it's supposed to be Ziko and Sade Smith. Yeah, I'm not seeing the other dependent, but I can add her real quick. Um- Yes, please. Bear with me one second. Thank you. And what's her first and last name? M- my daughter's? Yes. Okay. Sade, which is Sam, hotel, alpha, Romeo, delta, alpha, echo. Okay. And her last name? Smith. Smith, okay. Which means Sam, mother, indigo. Okay, you've got that, okay. Okay. And what's her social? Her social is, uh... just bear

with me. Okay. Where should I... Let me just have a look at this, um... What's her social number? I'm so terrible at the, uh, social media, but her card here. Hopefully she doesn't find out who- Open County Sheriff's Department, the only generation that has got you. Sorry about this. No worries. I'm tryna book this appointment for us and, uh, I just wanted to make sure here that's mine. Let me find this. Okay. Hmm. Yeah. Here while we're waiting, what's her date of birth? Um, date of birth is May 1st, 2004. 2004, okay. Yeah. Just bear with me. Let me just go real quick, uh... She took her card out. I know that I've got a copy of it somewhere here, so bear with me. I'm so sorry about this. Let's just see. Got my sons and I'm just trying to get my daughter's is here. I don't know... where are the things I need. There we go. I've got it. Sorry, 745-5473-47. 47? Okay. Let's see here. And since I d- since we did add Charday to the coverage today, I do know it does take at least 24 hours to update with the insurance carrier. Um, so- Okay. I do know that. Um, but Vico Smith is good. Um, he is covered. Um, but I will reach out to my back office to see if we can, um, expedite it with the insurance carrier, but I do know it's at least 24 hours for her to be covered. Oh, really? I can't believe we missed. With the carrier. Yeah. Don't worry about it. I think the appointment's going to be next week anyway. Um- Okay. I just... I just didn't know how it was missed. Don't know that it'll be Charday and my s- and Vico will be covered. Okay, so I went ahead and added her to the coverage for you. Is there anything else I can help you out with today, Davina? No, that's fine. That's brilliant. Thank you so much. I'll receive that now as soon as the dental appointment is next week, which is really important. You're welcome. You have a great weekend, okay? You too. Take care now. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi there, Justin. It's Davina. How are you?

Speaker speaker_0: I'm doing well, and yourself?

Speaker speaker_1: I'm doing pretty well. Um, I'm calling in regards to my benefits. I'm trying to book, um, a dentist appointment and I pay for dental, um, through, uh, my, um, agency, TRC.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So what information do you need from me?

Speaker speaker_0: Um, yeah, so TRC Staffing. What's the last four of your social?

Speaker speaker_1: 4592.

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

Speaker speaker_1: Davina Patterson.

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

Speaker speaker_1: Yes. It's 2614 Waveney Hills Drive, Lawrenceville, Georgia 30044.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Third of February, 1983.

Speaker speaker_0: And a good telephone number have us 470-808-8493.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email have us davina patterson@protonmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And how can I help you today?

Speaker speaker_1: Um, I just wanted to see what I need to give to my dental- dentist, because I haven't received any, um, dental, like, any card, insurance card or anything like that.

Speaker speaker_0: Yeah. Um, I could possibly email the ID cards to you just so you have 'em. Um, do you mind if I place you in a brief hold while I do that?

Speaker speaker_1: Yes, please. Thank you.

Speaker speaker_0: Okay. You're welcome. Hello, Davina, you still there?

Speaker speaker_1: Yes, I'm still here.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay. So can I reach you at davina patterson@protonmail.com?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Okay. And also I was gonna ask you as well, um, is it, uh, what's the benefits? Is it, um, free cleaning and stuff on that? How, how does it work?

Speaker speaker_0: Yes. Um, so I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, um, checkups for x-rays once per six months. However, when it comes to basic dental work, such as fillings and extractions, except surgical extractions, I do know those would be covered at 80% if met by a \$50 deductible.

Speaker speaker_1: Okay. Okay. So there's, for cleanings and- for cleanings and stuff, is there any deductible I need to pay or no?

Speaker speaker_0: Um, \$50.

Speaker speaker_1: For cleaning?

Speaker speaker_0: Oh, for cleanings?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, let me see. Let me check the benefit guide. Bear with me.

Speaker speaker_1: Thank you.

Speaker speaker_0: Cleanings. So per- so there's no deductible, um, for the basic cleanings, checkups or x-rays. So those are covered at one-

Speaker speaker_1: Okay. Perfect. And I- I've got Miss Logan on there as well. Is that correct?

Speaker speaker_0: Correct

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So the- d- is their names on there or is it just the... I've got Miss-

Speaker speaker_0: Um, so the- oh, we-

Speaker speaker_1: Oh.

Speaker speaker_0: Yeah. So the only dep- so the only dependent I'm seeing is Ziko Smith?

Speaker speaker_1: No, it's supposed to be Ziko and Sade Smith.

Speaker speaker_0: Yeah, I'm not seeing the other dependent, but I can add her real quick. Um-

Speaker speaker_1: Yes, please.

Speaker speaker_0: Bear with me one second.

Speaker speaker_1: Thank you.

Speaker speaker_0: And what's her first and last name?

Speaker speaker_1: M- my daughter's?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Sade, which is Sam, hotel, alpha, Romeo, delta, alpha, echo.

Speaker speaker_0: Okay. And her last name?

Speaker speaker_1: Smith.

Speaker speaker_0: Smith, okay.

Speaker speaker_1: Which means Sam, mother, indigo. Okay, you've got that, okay.

Speaker speaker_0: Okay. And what's her social?

Speaker speaker_1: Her social is, uh... just bear with me. Okay. Where should I... Let me just have a look at this, um... What's her social number? I'm so terrible at the, uh, social media, but her card here. Hopefully she doesn't find out who-

Speaker speaker_3: Open County Sheriff's Department, the only generation that has got you.

Speaker speaker_1: Sorry about this.

Speaker speaker_0: No worries.

Speaker speaker_1: I'm tryna book this appointment for us and, uh, I just wanted to make sure here that's mine. Let me find this. Okay. Hmm. Yeah.

Speaker speaker_0: Here while we're waiting, what's her date of birth?

Speaker speaker_1: Um, date of birth is May 1st, 2004.

Speaker speaker_0: 2004, okay.

Speaker speaker_1: Yeah. Just bear with me. Let me just go real quick, uh... She took her card out. I know that I've got a copy of it somewhere here, so bear with me. I'm so sorry about this. Let's just see. Got my sons and I'm just trying to get my daughter's is here. I don't know... where are the things I need. There we go. I've got it. Sorry, 745-5473-47.

Speaker speaker_0: 47? Okay. Let's see here. And since I d- since we did add Charday to the coverage today, I do know it does take at least 24 hours to update with the insurance carrier. Um, so-

Speaker speaker_1: Okay.

Speaker speaker_0: I do know that. Um, but Vico Smith is good. Um, he is covered. Um, but I will reach out to my back office to see if we can, um, expedite it with the insurance carrier, but I do know it's at least 24 hours for her to be covered.

Speaker speaker_1: Oh, really? I can't believe we missed.

Speaker speaker_0: With the carrier.

Speaker speaker_1: Yeah. Don't worry about it. I think the appointment's going to be next week anyway. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: I just... I just didn't know how it was missed. Don't know that it'll be Charday and my s- and Vico will be covered.

Speaker speaker_0: Okay, so I went ahead and added her to the coverage for you. Is there anything else I can help you out with today, Davina?

Speaker speaker_1: No, that's fine. That's brilliant. Thank you so much. I'll receive that now as soon as the dental appointment is next week, which is really important.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: You too. Take care now. Bye-bye.

Speaker speaker_0: All right. Bye-bye.