

## **Transcript: Justin**

**Mills-5062462067654656-6692422557581312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Card. This is Justin. How can I help you today? Uh... Uh, yeah. How you doing, man? Doing pretty well, and yourself? Well, I'm doing good. Um, this is, um, Sidney Davis. I called yesterday. Um, I'm an employee with, um, MAU, um, Workforce Solutions. And, uh... Mm-hmm. I... Yeah, I was trying to get some insight on my dental coverage and see what I'm qualified for. If you could check that for me, please. Yeah. So, MAU... What's the last four of your Social, so I can pull your file for you? Yes, sir. 8714. Is it 8714? Yes, sir. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Davis? Okay. It's 896 Rutledge Avenue, Charleston, South Carolina, 29403. And confirm your date of birth. April 30, 1963. And a good telephone number has a 843-818-4266. Yeah. That's my home number, but, um, I use my cell most likely, so, um... Okay. I'll give you my cell number, my new cell number. Yeah. What's your cell phone number? That's 974-7804. And just to confirm, 974-7804? Right. I had a previous number on there, but I changed numbers and now I'm on my cell phone. ??? No worries, and the email that I have is, uh... The email I have is davisdney107 at gmail. Right. Yes, that email. Okay, so let's see here. Um, so when it comes to your dental coverage, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups, or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical- Okay. ... extractions, those would be covered at 80% if met by a \$50 deductible. Okay. Um, so, um, I do need to go to a dentist, but, um, some of them are in network and some of them out of network. Um... Um... Now, I have a number to, uh... If you need to find a dental provider that's in network, that will accept the insurance. Yeah. Yeah. Definitely. Okay. ??? Just let me know whenever you're ready. Okay. Hold on one minute. Okay, I'm ready. Okay. So the company is called Carrington.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh... Uh, yeah. How you doing, man?

Speaker speaker\_1: Doing pretty well, and yourself?

Speaker speaker\_2: Well, I'm doing good. Um, this is, um, Sidney Davis. I called yesterday. Um, I'm an employee with, um, MAU, um, Workforce Solutions. And, uh...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: I... Yeah, I was trying to get some insight on my dental coverage and see what I'm qualified for. If you could check that for me, please.

Speaker speaker\_1: Yeah. So, MAU... What's the last four of your Social, so I can pull your file for you?

Speaker speaker\_2: Yes, sir. 8714.

Speaker speaker\_1: Is it 8714?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Davis?

Speaker speaker\_2: Okay. It's 896 Rutledge Avenue, Charleston, South Carolina, 29403.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: April 30, 1963.

Speaker speaker\_1: And a good telephone number has a 843-818-4266.

Speaker speaker\_2: Yeah. That's my home number, but, um, I use my cell most likely, so, um...

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'll give you my cell number, my new cell number.

Speaker speaker\_1: Yeah. What's your cell phone number?

Speaker speaker\_2: That's 974-7804.

Speaker speaker\_1: And just to confirm, 974-7804?

Speaker speaker\_2: Right. I had a previous number on there, but I changed numbers and now I'm on my cell phone. ???

Speaker speaker\_1: No worries, and the email that I have is, uh... The email I have is davisdney107 at gmail.

Speaker speaker\_2: Right. Yes, that email.

Speaker speaker\_1: Okay, so let's see here. Um, so when it comes to your dental coverage, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups, or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... extractions, those would be covered at 80% if met by a \$50 deductible.

Speaker speaker\_2: Okay. Um, so, um, I do need to go to a dentist, but, um, some of them are in network and some of them out of network. Um... Um...

Speaker speaker\_1: Now, I have a number to, uh... If you need to find a dental provider that's in network, that will accept the insurance.

Speaker speaker\_2: Yeah. Yeah. Definitely. Okay. ???

Speaker speaker\_1: Just let me know whenever you're ready.

Speaker speaker\_2: Okay. Hold on one minute. Okay, I'm ready.

Speaker speaker\_1: Okay. So the company is called Carrington.