

## Transcript: Justin

**Mills-5211457109540864-6084008069218304**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, this is... I just had a couple questions to ask. This is Anthony. How you doing? Doing pretty well. And yourself, Anthony? I'm doing good. Okay. So- What's the staffing agency you work for? Oh, Surge. And the last four of your social? 4656. And what was your last name, Anthony? Buskey. B-U-S-K-E-Y. And for security purposes, could you verify the home address, including city, state and zip code for me real quick, Anthony? Um, 304 Hanks Avenue, Georgian, Alabama 36033. Or they might have PO Box 478, Georgian, Alabama 36033. I have the PO box on file. And confirm your date of birth for me. July the fifth, 1982. And a good telephone number has this 334-210-1956? Yes, sir. And the email has this AnthonyBuskey@Yahoo.com? Yes, sir. Okay. And what were your questions? Um, on my vision, they... Are they going to send me a card for vision? Uh, let's see. So you should receive, uh, an ID card for vision, however, I can email them to you just so you have them, if need be. Okay. And then, on my vision, um... What I was gonna say? Do I, do it cover like... Do I do, do it like contacts and all that or just glasses? Um, so yes, sir. So you do have a frames allowance. Let me check on that. A vision for, for \$130. Mm-hmm. Copay for contact lens fitting is zero. I do know that. Mm-hmm. And then copay for lenses and frames is \$25, while your copay for an eye exam would be \$10. Mm-hmm. So the \$130 in this plan, could I get like glares... Like sunglasses with those, any kind of frames I wanted? Um, no. It's just an allowance. I believe, um, you, you can but that may be an- a carrier question, um. Mm-hmm. And I do have their telephone number if need be. Okay. So what, what, what I have to go to a n- a n- a network? What, what would be a network? Uh, so I, so I do know it's through MetLife. That's the insurance carrier for vision. Let's see. So you can go to providers like, um... Let me check. I'm looking at the benefit guide. Like Costco Optical, Walmart Optical, Sam's Club and VisionWorks. Mm-hmm. That's where they, our main- Is American? Yeah. Okay. American, American based? I don't know. Um, not that I can see but you can choose from a large network of optometrists or opticians. Mm-hmm. Um, let's see. Yeah, so the c-... Here's- Because I have one, I have one at Andalusia Insight Eye Care. That's my provider in Andalusia. Mm-hmm. Okay. Um, so yeah, so that may be more of a, like, a carrier question. Mm-hmm. And I have their telephone number if need be. Okay. And you said I have \$130 so like they'll, they'll pay for \$130 then I just do the rest? Yes, sir. Okay. Okay. That's all I had wanted. Just so you- Okay. Well- You said, okay. And you said eye exam was zero, right? Zero dollar? Um, copay for an eye exam, \$10. Okay, okay. And then, could I... Do I... You have a... On my dental, does it... Can I pull up my dental on there? That's another thing. Um, yeah, I can tell you about your dental. Um, you had questions about it? Well, does it cover... Does it cover, like how, how much does it cover on cleaning? 'Cause like I go, I'm going to a periodontist's right now and it's like she told me, she said just bring... My next appointment,

she says just bring \$208 and then whatever the network, I pay for it, they'll reimburse me. Um, so let's see. So I do know that preventative service under your dental plan is covered at 100%. So that includes like basic cleanings, checkups and x-rays. So they'll probably just reimburse me the \$208 after I pay it? Correct, if you file a claim with the insurance carrier, yes. Okay. Okay, then. But yes, I don't have any cards for my vision. Okay. Um, do you mind if I place you in a brief hold while I email that information to you? Yes, sir. Okay. Anthony, you still there? Sure. Oh, thank you so much for holding. So we're going to send you an ID card to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. And then you say if I have any more questions, just call with Met- the MetLife? Yes, sir and their telephone number is- I mean, okay. ... included in that email as well. Okay, then. Awesome. Well, is there anything else I could assist you with today? No, sir. Thanks. You're welcome. You have a great day, okay? Bye. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yeah, this is... I just had a couple questions to ask. This is Anthony. How you doing?

Speaker speaker\_0: Doing pretty well. And yourself, Anthony?

Speaker speaker\_1: I'm doing good.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So-

Speaker speaker\_0: What's the staffing agency you work for?

Speaker speaker\_1: Oh, Surge.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 4656.

Speaker speaker\_0: And what was your last name, Anthony?

Speaker speaker\_1: Buskey. B-U-S-K-E-Y.

Speaker speaker\_0: And for security purposes, could you verify the home address, including city, state and zip code for me real quick, Anthony?

Speaker speaker\_1: Um, 304 Hanks Avenue, Georgian, Alabama 36033. Or they might have PO Box 478, Georgian, Alabama 36033.

Speaker speaker\_0: I have the PO box on file. And confirm your date of birth for me.

Speaker speaker\_1: July the fifth, 1982.

Speaker speaker\_0: And a good telephone number has this 334-210-1956?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email has this AnthonyBuskey@Yahoo.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. And what were your questions?

Speaker speaker\_1: Um, on my vision, they... Are they going to send me a card for vision?

Speaker speaker\_0: Uh, let's see. So you should receive, uh, an ID card for vision, however, I can email them to you just so you have them, if need be.

Speaker speaker\_1: Okay. And then, on my vision, um... What I was gonna say? Do I, do it cover like... Do I do, do it like contacts and all that or just glasses?

Speaker speaker\_0: Um, so yes, sir. So you do have a frames allowance. Let me check on that. A vision for, for \$130.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Copay for contact lens fitting is zero. I do know that.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then copay for lenses and frames is \$25, while your copay for an eye exam would be \$10.

Speaker speaker\_1: Mm-hmm. So the \$130 in this plan, could I get like glares... Like sunglasses with those, any kind of frames I wanted?

Speaker speaker\_0: Um, no. It's just an- an allowance. I believe, um, you, you can but that may be an- a carrier question, um.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And I do have their telephone number if need be.

Speaker speaker\_1: Okay. So what, what, what I have to go to a n- a n- a network? What, what would be a network?

Speaker speaker\_0: Uh, so I, so I do know it's through MetLife. That's the insurance carrier for vision. Let's see. So you can go to providers like, um... Let me check. I'm looking at the benefit guide. Like Costco Optical, Walmart Optical, Sam's Club and VisionWorks.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: That's where they, our main-

Speaker speaker\_1: Is American?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay. American, American based? I don't know.

Speaker speaker\_0: Um, not that I can see but you can choose from a large network of optometrists or opticians.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, let's see. Yeah, so the c-... Here's-

Speaker speaker\_1: Because I have one, I have one at Andalusia Insight Eye Care. That's my provider in Andalusia.

Speaker speaker\_0: Mm-hmm. Okay. Um, so yeah, so that may be more of a, like, a carrier question.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And I have their telephone number if need be.

Speaker speaker\_1: Okay. And you said I have \$130 so like they'll, they'll pay for \$130 then I just do the rest?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Okay. That's all I had wanted. Just so you-

Speaker speaker\_0: Okay. Well-

Speaker speaker\_1: You said, okay. And you said eye exam was zero, right? Zero dollar?

Speaker speaker\_0: Um, copay for an eye exam, \$10.

Speaker speaker\_1: Okay, okay. And then, could I... Do I... You have a... On my dental, does it... Can I pull up my dental on there? That's another thing.

Speaker speaker\_0: Um, yeah, I can tell you about your dental. Um, you had questions about it?

Speaker speaker\_1: Well, does it cover... Does it cover, like how, how much does it cover on cleaning? 'Cause like I go, I'm going to a periodontist's right now and it's like she told me, she said just bring... My next appointment, she says just bring \$208 and then whatever the network, I pay for it, they'll reimburse me.

Speaker speaker\_0: Um, so let's see. So I do know that preventative service under your dental plan is covered at 100%. So that includes like basic cleanings, checkups and x-rays.

Speaker speaker\_1: So they'll probably just reimburse me the \$208 after I pay it?

Speaker speaker\_0: Correct, if you file a claim with the insurance carrier, yes.

Speaker speaker\_1: Okay. Okay, then. But yes, I don't have any cards for my vision.

Speaker speaker\_0: Okay. Um, do you mind if I place you in a brief hold while I email that information to you?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Anthony, you still there?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Oh, thank you so much for holding. So we're going to send you an ID card to the email we have on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker\_1: Okay. And then you say if I have any more questions, just call with Met-the MetLife?

Speaker speaker\_0: Yes, sir and their telephone number is-

Speaker speaker\_1: I mean, okay.

Speaker speaker\_0: ... included in that email as well.

Speaker speaker\_1: Okay, then.

Speaker speaker\_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker\_1: No, sir. Thanks.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Bye.

Speaker speaker\_0: All right. Bye-bye.