

Transcript: Justin

Mills-5805970332237824-5249973821816832

Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey. Good afternoon, sir. Um, I got this card, uh, through my temp agency, um, because my... the place they placed me in, I don't know, it's taking forever to hire me in. But, um, I have a dental appointment on Friday, and I'm just trying to figure out if it would be useful to bring this card or not. Um, let me check on that. What's that staffing agency you work for? Uh, Surge. And the last four of your social? Uh, 4535. And what was your first and last name? Joshua Pugh. That's P-U-G-H. And for security purposes, can you verify your home address, including city, state and zip code, Joshua? Yeah. It's, uh... Oh, I'm sorry, I keep pressing the button. It's, uh, 4265... Oh my god. 4265 State Route 61 Lot 36, Plymouth, Ohio 44865. And confirm your date of birth? 11/13/1984. And a good telephone number you have is 567-224-4967? Yes, sir. And the email address is spcjoshua.pugh@yahoo? Yes, sir. Okay. So looking at the file, looks like you're enrolled into the MEC TeleRx, which just covers preventative services only. So it's medical. I don't see anything regarding dental. Okay. Okay. So there'll be no benefit at all? Correct. All right. Great. Thank you so much. You're welcome. You have a great day, Joshua. Okay? Yep. You... Yep. You too. All right. Bye-bye. Bye.

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. Good afternoon, sir. Um, I got this card, uh, through my temp agency, um, because my... the place they placed me in, I don't know, it's taking forever to hire me in. But, um, I have a dental appointment on Friday, and I'm just trying to figure out if it would be useful to bring this card or not.

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

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 4535.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Joshua Pugh. That's P-U-G-H.

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

Speaker speaker_1: Yeah. It's, uh... Oh, I'm sorry, I keep pressing the button. It's, uh, 4265... Oh my god. 4265 State Route 61 Lot 36, Plymouth, Ohio 44865.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/13/1984.

Speaker speaker_0: And a good telephone number you have is 567-224-4967?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email address is spcjoshua.pugh@yahoo?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So looking at the file, looks like you're enrolled into the MEC TeleRx, which just covers preventative services only. So it's medical. I don't see anything regarding dental.

Speaker speaker_1: Okay. Okay. So there'll be no benefit at all?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. Great. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, Joshua. Okay?

Speaker speaker_1: Yep. You... Yep. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.