

## **Transcript: Justin**

**Mills-6332087856480256-6267464570585088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Justin, how can I help you today? Um, hi, Justin. My name is Joyce Steele and I just recently signed up, uh, for Benefits in a Card through ATC Healthcare Staffing, and I wanted to know, um, if you could look into some information to see what, uh, dental insurance... And I'm in a small town to see if, um, that dentist could take the insurance that I offer. Um, yeah, so I actually don't have a list on hand. However, I can provide you with a telephone number to where if you provide them with your ZIP code, they can give you a list of those providers in that specific location. Oh, that'll work. Okay, and just let me know whenever you're ready. I'm ready. Okay, so for dental providers, the company is called Carington, which is C-A-R-I-N-G-T-O-N. And their telephone number is 800-290-0523. 800-290-9523. No, 0523. Oh, I put a nine. Okay, 0523. Uh, do you have the, um... So Benefits in a Card is the name of the insurance, is that correct, for dental? No ma'am, we're just the benefit administrators for ATC. Okay. The insurance carrier for dental is American Public Life. American Public Life. Yes. All right, thank you. You're welcome. Is there anything I can help you with today? No, you've done very well, thank you. You're welcome. You have a great day, okay? You too, you too. All right, bye-bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Card, this is Justin, how can I help you today?

Speaker speaker\_2: Um, hi, Justin. My name is Joyce Steele and I just recently signed up, uh, for Benefits in a Card through ATC Healthcare Staffing, and I wanted to know, um, if you could look into some information to see what, uh, dental insurance... And I'm in a small town to see if, um, that dentist could take the insurance that I offer.

Speaker speaker\_1: Um, yeah, so I actually don't have a list on hand. However, I can provide you with a telephone number to where if you provide them with your ZIP code, they can give you a list of those providers in that specific location.

Speaker speaker\_2: Oh, that'll work.

Speaker speaker\_1: Okay, and just let me know whenever you're ready.

Speaker speaker\_2: I'm ready.

Speaker speaker\_1: Okay, so for dental providers, the company is called Carington, which is C-A-R-I-N-G-T-O-N. And their telephone number is 800-290-0523.

Speaker speaker\_2: 800-290-9523.

Speaker speaker\_1: No, 0523.

Speaker speaker\_2: Oh, I put a nine. Okay, 0523. Uh, do you have the, um... So Benefits in a Card is the name of the insurance, is that correct, for dental?

Speaker speaker\_1: No ma'am, we're just the benefit administrators for ATC.

Speaker speaker\_2: Okay.

Speaker speaker\_1: The insurance carrier for dental is American Public Life.

Speaker speaker\_2: American Public Life.

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: You're welcome. Is there anything I can help you with today?

Speaker speaker\_2: No, you've done very well, thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too, you too.

Speaker speaker\_1: All right, bye-bye.

Speaker speaker\_2: Bye-bye.