

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Part. This is Pamela speaking. How may I help you? Yes, I wanted to finalize my insurance. Just make sure I get re-enrolled- All right. ... correctly. Okay, and who do you work for, sir? MAU. May I have the last four digits of your social? 6519. Your first and last name? Vicente Flores. Mr. Flores, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 10 Capewood Road, Apartment 126, um, Vincentville. Uh, date of birth, 12/3/75. And what was the apartment number, sir? 126. We have the phone number on file, 224-509-4790. Correct. And the email is b, as in Victor, b, as in boy, flores@gmail.com? Yes. All right. Let's see. So you had... You wanted to enroll... No, that's not what I meant to say. See you have right now InsurePlus Enhanced, short-term disability, vision, and behavioral health. Yeah. Do you want to make change to that or... No, I just want to make sure I get re-enrolled, um, with... to keep it the same. Okay, yeah. It will definitely roll over as it is. Um, w- uh, how much am I paying for just this? For short-term disability or for the whole? Yeah. Short-term is \$4. Uh, a month. A month? Well, these, you get charged every week, every pay check. Oh, okay. \$32.36. Okay, sure. Yeah. All right? Uh, yeah, that's fine. Okay. Anything else I can do for you, sir? Um, do you guys do, do you guys do dental? Yes. How much is that? Dental is... Uh, employee only, \$3.51. Yeah. What, what is the deductible? It has a \$50 deductible per year. Um, your dental basic, um, your basic cleaning, checkup and, and X-ray will be covered 100%. That you have, um, 80% will be covered for your basic dental work, such as fillings and extractions after you pay the \$50 deductible. No major services are covered like crowns, root canal, braces. No, thank you. Never. All right. Anything else, sir? No, that'd be it. Thank you so much. All right, thank you for giving us a call. Have a great rest of your day. And then they'll, they'll send me new cards in the mail, right? N- no. You'll, you could be using the same ones. Oh, okay. So I'll keep using the same ones as now. Okay, thank you. All right, bye-bye. Mm-hmm. Good-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Part. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, I wanted to finalize my insurance. Just make sure I get re-enrolled-

Speaker speaker_0: All right.

Speaker speaker_1: ... correctly.

Speaker speaker_0: Okay, and who do you work for, sir?

Speaker speaker_1: MAU.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: 6519.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Vicente Flores.

Speaker speaker_0: Mr. Flores, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 10 Capewood Road, Apartment 126, um, Vincentville. Uh, date of birth, 12/3/75.

Speaker speaker_0: And what was the apartment number, sir?

Speaker speaker_1: 126.

Speaker speaker_0: We have the phone number on file, 224-509-4790.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is b, as in Victor, b, as in boy, flores@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Let's see. So you had... You wanted to enroll... No, that's not what I meant to say. See you have right now InsurePlus Enhanced, short-term disability, vision, and behavioral health.

Speaker speaker_1: Yeah.

Speaker speaker_0: Do you want to make change to that or...

Speaker speaker_1: No, I just want to make sure I get re-enrolled, um, with... to keep it the same.

Speaker speaker_0: Okay, yeah. It will definitely roll over as it is.

Speaker speaker_1: Um, w- uh, how much am I paying for just this?

Speaker speaker_0: For short-term disability or for the whole?

Speaker speaker_1: Yeah.

Speaker speaker_0: Short-term is \$4.

Speaker speaker_1: Uh, a month. A month?

Speaker speaker_0: Well, these, you get charged every week, every pay check.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: \$32.36.

Speaker speaker_1: Okay, sure. Yeah.

Speaker speaker_0: All right?

Speaker speaker_1: Uh, yeah, that's fine.

Speaker speaker_0: Okay. Anything else I can do for you, sir?

Speaker speaker_1: Um, do you guys do, do you guys do dental?

Speaker speaker_0: Yes.

Speaker speaker_1: How much is that?

Speaker speaker_0: Dental is... Uh, employee only, \$3.51.

Speaker speaker_1: Yeah. What, what is the deductible?

Speaker speaker_0: It has a \$50 deductible per year. Um, your dental basic, um, your basic cleaning, checkup and, and X-ray will be covered 100%. That you have, um, 80% will be covered for your basic dental work, such as fillings and extractions after you pay the \$50 deductible. No major services are covered like crowns, root canal, braces.

Speaker speaker_1: No, thank you. Never.

Speaker speaker_0: All right. Anything else, sir?

Speaker speaker_1: No, that'd be it. Thank you so much.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of your day.

Speaker speaker_1: And then they'll, they'll send me new cards in the mail, right?

Speaker speaker_0: N- no. You'll, you could be using the same ones.

Speaker speaker_1: Oh, okay. So I'll keep using the same ones as now. Okay, thank you. All right, bye-bye.

Speaker speaker_0: Mm-hmm. Good-