

Transcript: Pamela

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Full Transcript

... if you're recording Benefits in a Card, this is Thelma speaking. How may I help you? Hi. Good afternoon. Um, I was calling to see, um, what my, uh, like, how does this work for me? 'Cause I'm new to Benefits in a Card, but I'm with my temp agency. Yeah, I wanted to know, like, what's the coverage that comes with it that I'm paying for? Who do you work for? What's the company? Partners Personnel. May I have the last four digits of your Social? 2553. First and last name? Octavia Jackson. Ms. Jackson, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and neighbor? Mm-hmm. 1698 Rangewood Drive, Northwest Conyers, Georgia 30012. Okay. We have a phone number of 5470-814-4986, and your email is your first name, last name, 848@email.com. Yes. Do you have the dental and the VIP Standard? Um... Your medical plan, be aware that these are not like major insur-insurance. Mm-hmm. You have, um... They already have a set amount that they're gonna pay. There's a list, for example, if you go to your doctor's office with the medical plan you have, the insurance gonna cover \$50 towards the visit and you have four visits per year. Um... Okay. Same thing if you decide to go to a urgent care or emergency room. The emergency room, instead of four days, you have two days. Okay. Okay. And then your dental, you have, um, that will cover the basic dental cleaning, um, 100%, and ... we X-ray, and your basic dental work will be covered 80% after you pay for your \$50 deductible once a year. Mm-hmm. And the max that they work, that they pay per year is \$500. Okay. Anything else I can do for you, ma'am? Uh, no, ma'am. That'd be all. All right. Thank you for giving us a call. Have a great rest of your day. Thank you. Same to you.

Conversation Format

Speaker speaker_0: ... if you're recording Benefits in a Card, this is Thelma speaking. How may I help you?

Speaker speaker_1: Hi. Good afternoon. Um, I was calling to see, um, what my, uh, like, how does this work for me? 'Cause I'm new to Benefits in a Card, but I'm with my temp agency. Yeah, I wanted to know, like, what's the coverage that comes with it that I'm paying for?

Speaker speaker_0: Who do you work for? What's the company?

Speaker speaker_1: Partners Personnel.

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

Speaker speaker_1: 2553.

Speaker speaker_0: First and last name?

Speaker speaker_1: Octavia Jackson.

Speaker speaker_0: Ms. Jackson, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and neighbor?

Speaker speaker_1: Mm-hmm. 1698 Rangewood Drive, Northwest Conyers, Georgia 30012.

Speaker speaker_0: Okay. We have a phone number of 5470-814-4986, and your email is your first name, last name, 848@email.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Do you have the dental and the VIP Standard?

Speaker speaker_1: Um...

Speaker speaker_0: Your medical plan, be aware that these are not like major insur-insurance.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You have, um... They already have a set amount that they're gonna pay. There's a list, for example, if you go to your doctor's office with the medical plan you have, the insurance gonna cover \$50 towards the visit and you have four visits per year. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Same thing if you decide to go to a urgent care or emergency room. The emergency room, instead of four days, you have two days.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And then your dental, you have, um, that will cover the basic dental cleaning, um, 100%, and ... we X-ray, and your basic dental work will be covered 80% after you pay for your \$50 deductible once a year.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the max that they work, that they pay per year is \$500.

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else I can do for you, ma'am?

Speaker speaker_1: Uh, no, ma'am. That'd be all.

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

Speaker speaker_1: Thank you. Same to you.