

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you? Hi. So I have a few questions. Um, I'm basically trying to figure out if this Benefits on a Card, does it cover doctor's appointments too? So it all depends on the plan. Or is it just urgent care? It all depends on what plan you have, you are enrolled. I mean, you s- selected. Are you able to look up my plan? Sure. Who do you work for, sir? I work for Surge Staffing, S-U-R-G-E Staffing. And then last four digits of the social? 8906. Your first and last name? It's D'Andre Williams. Okay. Mr. Williams, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. It's going to be 201 East Round Grove, Apartment 337, in Lewisville, Texas, zip code is 7506... 75067 or 75068, one or the other. Okay. Um, a- and, uh, you said birth? It's 12/28/1998. Yes, sir. All right. Okay. So we have a telephone number on file, 972-388-6045. And your email is kid, double d, messy, Double Z- Yes, ma'am. ... as in hi, clausussum? All right. Yes, ma'am. So you do have the VIP status. Uh, when you go to your doctor's office, the insurance company pays \$50 towards the visit. Same as, uh... Oh, okay. Yeah. And does that work for my dental? 'Cause I'm pretty sure I put dental in there as well. You should've gotten, um, let me see. You should have received or should be on the way your dental card. Um, it's the same carrier. Um, and for your dental, your preventive care will be covered 100%, w- uh, once every six months. Your basic dental work will be covered 80% after you pay the \$50 deductible. Um, they cover, uh, let's see, your extraction, nonsurgical, and filling. Um, and the maximum that the insurance cover is \$750 a year. Oh, okay. Um, so I have to wait for that card to come in for me to actively use it, or is it already... like I can use the insurance for dental and then they just take it from my bill, or do I have to wait for the card to come in? Well, if you w- if you don't mind, I could put you in a brief hold and I could send you a digital card to you if you would like to. Oh, please. Yes, ma'am. Okay. So I'm gonna check if they are avail- uh, available for me. Also, Mr. Williams, since I have you on the call, you have the life insurance but you haven't, um, selected your beneficiary. Would you like to add someone? Would I like to add someone as my adversary? No. Beneficiary for your life insurance. . In case something happens, that, that will be the person that will, um, collect the life insurance. Yeah. I'll, I'll put someone down. Okay. Um, so I'm gonna put you in a brief hold while I look up the information for your ID card. All right? Okay. Thank you. Mr. D'Andre? Yes, ma'am. Thank you for holding. I've proceeded to send you the ID card. Check your spam and junk mail. You might go there. Um, I've sent you your medical and dental card. So, um, oh, what's the name of the person that you want to add? Their name is Vibra Dorsett, V-I-B-R-A, and then Dorsett, D-O-R-S-E-T-T. Okay. And the relationship? Um, boyfriend or spouse, whichever one you, uh, that legally I can put. Oh. Mm-hmm. All right. So is there anything else I could do for you, sir? Um, no, ma'am. That... You answered all my questions. I appreciate that. All right. Thank you for giving us a call.

Have a great rest of the day. Okay. You too. Mm-hmm. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. So I have a few questions. Um, I'm basically trying to figure out if this Benefits on a Card, does it cover doctor's appointments too?

Speaker speaker_0: So it all depends on the plan.

Speaker speaker_1: Or is it just urgent care?

Speaker speaker_0: It all depends on what plan you have, you are enrolled. I mean, you s-selected.

Speaker speaker_1: Are you able to look up my plan?

Speaker speaker_0: Sure. Who do you work for, sir?

Speaker speaker_1: I work for Surge Staffing, S-U-R-G-E Staffing.

Speaker speaker_0: And then last four digits of the social?

Speaker speaker_1: 8906.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: It's D'Andre Williams.

Speaker speaker_0: Okay. Mr. Williams, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: It's going to be 201 East Round Grove, Apartment 337, in Lewisville, Texas, zip code is 7506... 75067 or 75068, one or the other.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, a- and, uh, you said birth? It's 12/28/1998.

Speaker speaker_0: Yes, sir. All right. Okay. So we have a telephone number on file, 972-388-6045. And your email is kid, double d, messy, Double Z-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... as in hi, clausussum? All right.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So you do have the VIP status. Uh, when you go to your doctor's office, the insurance company pays \$50 towards the visit. Same as, uh...

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: And does that work for my dental? 'Cause I'm pretty sure I put dental in there as well.

Speaker speaker_0: You should've gotten, um, let me see. You should have received or should be on the way your dental card. Um, it's the same carrier. Um, and for your dental, your preventive care will be covered 100%, w- uh, once every six months. Your basic dental work will be covered 80% after you pay the \$50 deductible. Um, they cover, uh, let's see, your extraction, nonsurgical, and filling. Um, and the maximum that the insurance cover is \$750 a year.

Speaker speaker_1: Oh, okay. Um, so I have to wait for that card to come in for me to actively use it, or is it already... like I can use the insurance for dental and then they just take it from my bill, or do I have to wait for the card to come in?

Speaker speaker_0: Well, if you w- if you don't mind, I could put you in a brief hold and I could send you a digital card to you if you would like to.

Speaker speaker_1: Oh, please. Yes, ma'am.

Speaker speaker_0: Okay. So I'm gonna check if they are avail- uh, available for me. Also, Mr. Williams, since I have you on the call, you have the life insurance but you haven't, um, selected your beneficiary. Would you like to add someone?

Speaker speaker_1: Would I like to add someone as my adversary?

Speaker speaker_0: No. Beneficiary for your life insurance.

Speaker speaker_1: .

Speaker speaker_0: In case something happens, that, that will be the person that will, um, collect the life insurance.

Speaker speaker_1: Yeah. I'll, I'll put someone down.

Speaker speaker_0: Okay. Um, so I'm gonna put you in a brief hold while I look up the information for your ID card. All right?

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Mr. D'Andre?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you for holding. I've proceeded to send you the ID card. Check your spam and junk mail. You might go there. Um, I've sent you your medical and dental card. So, um, oh, what's the name of the person that you want to add?

Speaker speaker_1: Their name is Vibra Dorsett, V-I-B-R-A, and then Dorsett, D-O-R-S-E-T-T.

Speaker speaker_0: Okay. And the relationship?

Speaker speaker_1: Um, boyfriend or spouse, whichever one you, uh, that legally I can put.

Speaker speaker_0: Oh.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. So is there anything else I could do for you, sir?

Speaker speaker_1: Um, no, ma'am. That... You answered all my questions. I appreciate that.

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

Speaker speaker_1: Okay. You too.

Speaker speaker_0: Mm-hmm. Bye-bye.