

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I pleasure speaking with? Hi, Pearl. This is Shakira Harris. And how can I assist you? I was calling to see how do I go about adding dental to my, um, uh, insur- to my, uh, insurance. Okay, what's the name of the company, do you see, that you're looking for, you're working for? Uh, Surge. Surge Dental. And the last four digit of your social? 7475. Okay. And... Repeat your name for me. Shakira Harris. And if you can verify your address and date of birth. Address 209 Lake Point Place, Stone Mountain, Georgia 30088. And birthday 06-19-1989. Okay, and your phone number is 470 509-0170? Yes. And I have your email address as your first name 2023@yahoo.com? Yes. Okay, so you... How long have you been working with Surge? I just started. Okay, so the hire date that we have here is an old one from a couple of years ago. So before I can enroll you, I'm going to have to have my main office perform what's called an eligibility review. And this is just confirming that you are eligible to enroll. Once they let me know if you're eligible or not, we can enroll you in coverage. Um, and if you're not eligible, we can see where we go from there. Are you just wanting to do the dental? Dental and medical. She told me that medical was automatic from their company. Um, so they do have an auto-enrollment program where they automatically enroll you in a plan. That's only for mental health, so it's just like your annual physical, your immunizations, some CT screenings, some cancer screenings, things like that. It's not actually going to the doctor or ER. Oh, okay. They do offer... 17.63 a week and the VIP Classic is 19.53 a week. These plans don't have copays or deductibles but they only cover up to a certain dollar amount for each service. Um, the difference between the two is the dollar amount that they cover, and the Classic has a couple services that the Standard does not. Oh, okay, now I'm lost. I'll keep shopping around. But if it's just dental... Okay, no worries. Thank you so much for calling. Have a great day.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I pleasure speaking with?

Speaker speaker_1: Hi, Pearl. This is Shakira Harris.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I was calling to see how do I go about adding dental to my, um, uh, insur- to my, uh, insurance.

Speaker speaker_0: Okay, what's the name of the company, do you see, that you're looking for, you're working for?

Speaker speaker_1: Uh, Surge. Surge Dental.

Speaker speaker_0: And the last four digit of your social?

Speaker speaker_1: 7475.

Speaker speaker_0: Okay. And... Repeat your name for me.

Speaker speaker_1: Shakira Harris.

Speaker speaker_0: And if you can verify your address and date of birth.

Speaker speaker_1: Address 209 Lake Point Place, Stone Mountain, Georgia 30088. And birthday 06-19-1989.

Speaker speaker_0: Okay, and your phone number is 470 509-0170?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as your first name 2023@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so you... How long have you been working with Surge?

Speaker speaker_1: I just started.

Speaker speaker_0: Okay, so the hire date that we have here is an old one from a couple of years ago. So before I can enroll you, I'm going to have to have my main office perform what's called an eligibility review. And this is just confirming that you are eligible to enroll. Once they let me know if you're eligible or not, we can enroll you in coverage. Um, and if you're not eligible, we can see where we go from there. Are you just wanting to do the dental?

Speaker speaker_1: Dental and medical. She told me that medical was automatic from their company.

Speaker speaker_0: Um, so they do have an auto-enrollment program where they automatically enroll you in a plan. That's only for mental health, so it's just like your annual physical, your immunizations, some CT screenings, some cancer screenings, things like that. It's not actually going to the doctor or ER.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: They do offer... 17.63 a week and the VIP Classic is 19.53 a week. These plans don't have copays or deductibles but they only cover up to a certain dollar amount for each service. Um, the difference between the two is the dollar amount that they cover, and the Classic has a couple services that the Standard does not.

Speaker speaker_1: Oh, okay, now I'm lost. I'll keep shopping around.

Speaker speaker_0: But if it's just dental... Okay, no worries. Thank you so much for calling.
Have a great day.