

Transcript: Priscilla

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Full Transcript

Hi, this is ... requirement. It's Priscilla Rodeva. The pleasure of speaking to you. Hi. I'm Betsy Lawson. I was given this number from another, um, APL number. I'm just calling about my benefits. Okay. What's the second agency you work under? What is the second agen- the agency you work for? ATC Healthcare. Do you need the group number? No, ma'am. Uh, let me see the last four digits of your Social Security number. 0504. And your first name... first name is Betsy? Yes. Okay. Bear with me one second. Could you confirm the address we have on file and your date of birth, please? 8110 Tara Road, Katherine, 36728. Okay. And your date of birth, please? 06/30/1964. Okay. I have a phone number on file. It's 334-830-5425? Correct. And an email, bmars1982@icloud.com? Yes. Okay. So I'm seeing you want to, uh, know your benefits coverages? Is that what I'm hearing? Yes. Uh-huh. So right now I see your plans that you have here is for dental and vision. You're paying, um, a weekly \$5.79. So what are the benefits? Your coverage is for dental and vision. As far as dental, what does it cover and what does it not cover? Okay. Have you ever been sent a benefits guide or anything where anybody at your second agency give you a physical benefits guide that you can have and read over, or explain to you? No, um, no. I don't have anything. Okay. They should have gave you a physical, um, benefits guide. Nope. Okay. I can send one for you, if you'd like to see it. And I can also go over a... I can also go over... I can also go over your coverages that you have active, which are the dental and vision, um, unless you want to enroll into, hmm, uh, anything else other than those two coverages 'cause you have- Well- Uh-huh? I'm not getting any services outta this. Why would I wanna enroll in anything else? Okay. Well, we have... We do still have an active... You're still active. No, you're not active from the 19th. That's the 19th to the 1st. Okay. So you've been active on the, until the 18th which was, which was yesterday. And what does that mean? You're, you're basically getting coverage for whatever dental visits you have, which are? Nothing. And they don't do surgical on the dental ones that you have. I don't understand. So you have a... You have to like the light. You basically have the standard coverage on dental and vision. And what does that entail? You're not telling me anything about basics. 'Cause it's... The dental here is more preventative. It covers 100, um, if you want preventative, it covers 100%. You got the basic. Basic is like the regular cleanses, um, on your teething and everything, that covers 80%. That's what you're basically covering. That's what you're basically paying for. Um, 364, you're paying for that. It's covering the re- You got basic restorative radiographs, it's covering 80%. The basic restorative, 80%, that's what it's covering. Um- What's the resto- Can you hear me, ma'am? Yes. Okay. So you got the basically the basic standard coverages. So you have like, for dental you have the basic cleaning, the, uh, the covering, the, where they cover your cavities I believe. Yes. You don't have surgical, anything under there doesn't cover that. And what does it cover as far as cavities concerned? Let's see, I'm going to go down here on your

Benefits Card, bear with me one second. Bear with me. I'm gonna open up this so I can look more into that. Hm. Are you still there? Hello? I'm still here. We're having... The system has been freezing, so I haven't been able to open up this thing completely. So, basically that's the ones that I can see from here. I can go ahead and give you a phone number to where they can give you... Your carrier can give you more of the coverages that your... The plans that you have, the coverages that you have, I can send you... I can give you their number, which they can get into that detail to send, to give you all the coverages they have for that. Your carrier is the one who can give you that information. I have the number for it if you would like for me to give it to you, and I can transfer you to them. Okay, that'll be fine. Transfer. Okay. Yes, ma'am. So this is, uh, the dental and everything, it's more for the Carringtons. So that's your carrier. Um, the number is 800-290-0523. Okay. And their name, Carrington. And that carrier, they can give you that information for the, all the coverages they have for them, since we can't get more- Okay. ... into that. Uh-huh. Um, and I can go ahead and transfer you. Um, if anything, if it cuts off and everything, you have the number there to call. Okay. All right. All right? All right, Miss Bessie, I'll go ahead and transfer you. Okay. All right. Thank you for calling Benefits with a Card. Mm-hmm.

Conversation Format

Speaker speaker_0: Hi, this is ... requirement. It's Priscilla Rodeva. The pleasure of speaking to you.

Speaker speaker_1: Hi. I'm Betsy Lawson. I was given this number from another, um, APL number. I'm just calling about my benefits.

Speaker speaker_0: Okay. What's the second agency you work under? What is the second agen- the agency you work for?

Speaker speaker_1: ATC Healthcare. Do you need the group number?

Speaker speaker_0: No, ma'am. Uh, let me see the last four digits of your Social Security number.

Speaker speaker_1: 0504.

Speaker speaker_0: And your first name... first name is Betsy?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Bear with me one second. Could you confirm the address we have on file and your date of birth, please?

Speaker speaker_1: 8110 Tara Road, Katherine, 36728.

Speaker speaker_0: Okay. And your date of birth, please?

Speaker speaker_1: 06/30/1964.

Speaker speaker_0: Okay. I have a phone number on file. It's 334-830-5425?

Speaker speaker_1: Correct.

Speaker speaker_0: And an email, bmars1982@icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'm seeing you want to, uh, know your benefits coverages? Is that what I'm hearing?

Speaker speaker_1: Yes. Uh-huh.

Speaker speaker_0: So right now I see your plans that you have here is for dental and vision. You're paying, um, a weekly \$5.79.

Speaker speaker_1: So what are the benefits?

Speaker speaker_0: Your coverage is for dental and vision.

Speaker speaker_1: As far as dental, what does it cover and what does it not cover?

Speaker speaker_0: Okay. Have you ever been sent a benefits guide or anything where anybody at your second agency give you a physical benefits guide that you can have and read over, or explain to you?

Speaker speaker_1: No, um, no. I don't have anything.

Speaker speaker_0: Okay. They should have gave you a physical, um, benefits guide.

Speaker speaker_1: Nope.

Speaker speaker_0: Okay. I can send one for you, if you'd like to see it. And I can also go over a... I can also go over... I can also go over your coverages that you have active, which are the dental and vision, um, unless you want to enroll into, hmm, uh, anything else other than those two coverages 'cause you have-

Speaker speaker_1: Well-

Speaker speaker_0: Uh-huh?

Speaker speaker_1: I'm not getting any services outta this. Why would I wanna enroll in anything else?

Speaker speaker_0: Okay. Well, we have... We do still have an active... You're still active. No, you're not active from the 19th. That's the 19th to the 1st. Okay. So you've been active on the, until the 18th which was, which was yesterday.

Speaker speaker_1: And what does that mean?

Speaker speaker_0: You're, you're basically getting coverage for whatever dental visits you have, which are?

Speaker speaker_1: Nothing.

Speaker speaker_0: And they don't do surgical on the dental ones that you have.

Speaker speaker_1: I don't understand.

Speaker speaker_0: So you have a... You have to like the light. You basically have the standard coverage on dental and vision.

Speaker speaker_1: And what does that entail? You're not telling me anything about basics.

Speaker speaker_0: 'Cause it's... The dental here is more preventative. It covers 100, um, if you want preventative, it covers 100%. You got the basic. Basic is like the regular cleanses, um, on your teething and everything, that covers 80%. That's what you're basically covering. That's what you're basically paying for. Um, 364, you're paying for that. It's covering the re- You got basic restorative radiographs, it's covering 80%. The basic restorative, 80%, that's what it's covering. Um-

Speaker speaker_1: What's the resto-

Speaker speaker_0: Can you hear me, ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you got the basically the basic standard coverages. So you have like, for dental you have the basic cleaning, the, uh, the covering, the, where they cover your cavities I believe. Yes. You don't have surgical, anything under there doesn't cover that.

Speaker speaker_1: And what does it cover as far as cavities concerned?

Speaker speaker_0: Let's see, I'm going to go down here on your Benefits Card, bear with me one second. Bear with me. I'm gonna open up this so I can look more into that. Hm.

Speaker speaker_2: Are you still there? Hello?

Speaker speaker_0: I'm still here. We're having... The system has been freezing, so I haven't been able to open up this thing completely. So, basically that's the ones that I can see from here. I can go ahead and give you a phone number to where they can give you... Your carrier can give you more of the coverages that your... The plans that you have, the coverages that you have, I can send you... I can give you their number, which they can get into that detail to send, to give you all the coverages they have for that. Your carrier is the one who can give you that information. I have the number for it if you would like for me to give it to you, and I can transfer you to them.

Speaker speaker_2: Okay, that'll be fine. Transfer.

Speaker speaker_0: Okay. Yes, ma'am. So this is, uh, the dental and everything, it's more for the Carringtons. So that's your carrier. Um, the number is 800-290-0523.

Speaker speaker_2: Okay.

Speaker speaker_0: And their name, Carrington. And that carrier, they can give you that information for the, all the coverages they have for them, since we can't get more-

Speaker speaker_2: Okay.

Speaker speaker_0: ... into that. Uh-huh. Um, and I can go ahead and transfer you. Um, if anything, if it cuts off and everything, you have the number there to call.

Speaker speaker_2: Okay. All right.

Speaker speaker_0: All right? All right, Miss Bessie, I'll go ahead and transfer you.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. Thank you for calling Benefits with a Card.

Speaker speaker_2: Mm-hmm.