

## **Transcript: Sara**

**Marulanda-4535612270100480-5561775436251136**

### **Full Transcript**

Thank you for calling Benefits in a Car. May I have your name, please? Yes, my name's Eva Denney. Hello, ma'am. How may I help you? Yes, I need to know my, um, vision information because I have an eye doctor's appointment this morning and my card has not arrived. Sure. Uh, let me help you with that. May I have the name of the agency that you are working with and the last four of your Social? Um, Oxford Global Sources. For... 4- I'm sorry, ma'am. It break up. You say Oxford and what else? Global Resources and the last four of my Social Security is 4573. Thank you very much, Ms. Eva Mary Denna- Denney? Yes. And just, and just for security purposes, ma'am, can you please verify your address and date of birth? Um, 108 Bonnie Grill Court, Billington, North Carolina, 27546. And what else did you need? Your date of birth. March 6, 1977. Okay, thank you very much. Email denneyeva3@gmail.com? Yes. And phone number 919-586-2291. Yes, ma'am. Okay, ma'am. Thank you. May I put you on hold for a minute while I check your information? Yes. Thank you very much. I appreciate it. I'll be right back with you, ma'am. Hello, Ms. Eva? Yes. Thank you for waiting, ma'am. Okay. Okay. Your coverage, your coverage became active yesterday. Yesterday was when they- Yes. ... start processing the ID cards. At this moment, they haven't sent us your ID card yet, but it's still processing. So in this case uh, the eye doctor can give us a call and we will verify your coverage by phone. Okay. All right. Okay. Okay. All right. Um, and you can apply for the rest of the benefits. Uh, they're just, uh, processing everything yesterday. Okay, thank you. You're more than welcome, ma'am. Other than that, is there anything else that I can help you with? No. Oh, okay. So have a wonderful day and thank you for calling Benefits in a Car. Um, can you tell me what my benefit is for vision? Like what is my coverage? Okay, let me get over there. Okay. Vision, your copay for eye exam is \$10, copay for lenses and frames is \$25. Um, and you get a frames allowance of \$130. What about contact? Well, they don't say anything here. It says copay for contact lens fitting, zero. But for the fitting, I don't know what other thing it would cover. Okay. So there is no coverage for contact? I mean, they don't specify that here. We're just the administrators. So the provider will know what AAMI would cover. Okay, thank you. All right, ma'am. You're more than welcome. Have a great day, ma'am. Thank you. You too. You're welcome. Bye. Thank you.

### **Conversation Format**

Speaker None: Thank you for calling Benefits in a Car. May I have your name, please? Yes, my name's Eva Denney. Hello, ma'am. How may I help you? Yes, I need to know my, um, vision information because I have an eye doctor's appointment this morning and my card has not arrived. Sure. Uh, let me help you with that. May I have the name of the agency that you

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