

Transcript: Sara

Marulanda-4631582704058368-6076491910791168

Full Transcript

Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Yes. How are you doing today? My name is Alvin Woodard. Hello, sir. How may I help you? I was trying to reach Justin, if it was possible. I'm sorry, could you repeat that for me? I was trying to see if I could reach Justin, um, since our- Oh, yeah, Justin. ... first time. Okay, who is calling? My name is Alvin Woodard, A-L-V-I-N, Woodard. Okay, give me a minute, please. Okay. He said... Ah, let me see. Justin. He's in a meeting at this moment. Um, is there anything that, that I can help you with? Um, so I'll, um... I had called, um, about a month ago? Not even a month. I'm sorry, last week, to enroll- Mm-hmm. ... for benefits through you guys. Okay. So I enrolled for benefits through you guys, and, um, just kind of, uh, tried to get it online. He had, he had said he was going to call and reach out to some people and see what do you guys cover, because I was trying to get dental. So I have braces in my mouth, and I, uh, was trying to get the, the, you guys' dental to lapse in with my dental plan, I guess, so I could get my braces done and finish getting, finish getting it paid off. He said he was going to call and see if I was eligible for the benefits, and, um, he had left me a voicemail saying that I had... he made the call and he said that I was eligible. Okay, let me check your account, um, to see if there is some notes there. May I have the name of the agency that you are working with and the last four of your Social, please? Yes. Integrity Trade Solutions. Okay. Yes, that what I'm s- And the last four of your Social? Uh, 0395. Thank you very much, Mr. Alvin Walter Woodard. And just for security purposes, sir, can you please verify your address and date of birth? Any pronouns for you? No. Uh- Oh, okay. AJ. He was about to say your name. Uh, I'm sorry, 9645 South Creator, Chicago, Illinois, 60617. Okay, and your date of birth? November 18th, 1990. Email, A-I- A-L. ... dot Woodard? A-L? A... Yes, A-L.wardard90@gmail.com. A-L.wardard90@gmail.com, okay. Uh-huh. And phone number is 872-352-6560. Is that correct? Yes. Yes. Okay, sir, thank you very much. Okay, let me check. Yes, you are eligible to enroll. Oh, yes, you are. But, um, just for your information, I don't know if he did explain you that, uh, the dental plan... Okay, I'm, I'm sorry. I'm downloading the information. I'm sorry. Okay, I'm gonna explain you what the dental plan covers. Okay. If you go for a preventive visitation, there is no deductible needed, and they will, um, they will cover 100%. If you're going for a basic non-surgical extraction, basic restoration, x-rays, they will cover 80%. There is no waiting period. The annual maximum coverage would be \$1,000, and they say deductible for any of the basic restorations, the basic, um, the x-rays, basic restorations, and/or the, um, basic extractions, the deductible will be \$50 for employee. But they won't cover any major procedure like root canals, dentures, braces, crowns. Those are not covered. So braces is not covered? No, sir. They're not. Huh. Sorry for that. Okay. Yeah, I was trying to, um... That's what I was trying to do. I was trying to get my braces covered. Yes, I'm sorry about that. Um, I cannot tell you if, if, if they... Okay, had Justin explained you that?

Did he told you that, uh, the braces are not covered, or did- you guys did not discuss that? No, he was, um, he was going to, I guess. Hmm. Okay, may I put you on hold just for a minute? I want to check some more information and see if there has been any changes. Okay. Thank you. I'll be right back with you. You're welcome. Hello, Mr. Woodard? Yes. Thank you for waiting, sir. Now, I was reading the whole information and there is no coverage for the, um, for braces. There is no coverage for full braces? For braces, no, sir. Um. Okay. I will have to transfer your call with APL just to figure out if they have any, some other plan that will help you. But, uh, as long as I have here, the information I have here, which is not a complete information, um, they may tell you something different that, uh, we don't have that information here. We're just the administrators. Uh, would you like me to transfer your call with them or give you their phone number? Yes. You transfer, you said you'll transfer me. Okay. I, I... Okay. Uh, would you like to write it down before the call get disconnected? I got it. Yes. Hold on one moment. Sure. What is it? 800-256-8606. Hold on one moment. 800-256-86-06? 06. Yes. Okay. Okay. Now I'm gonna transfer your call with them, just in case they say, then, um, anything that you would like to enroll under, or if you decide to enroll after you talk with them, just give us a call back and we'll, we, we will proceed with the enrollment, okay? Okay. Thank you. All right, Mr. Woodard. Thank you for calling Benefits Center Care. Let me transfer your call. Okay. Thank you.

Conversation Format

Speaker None: Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Yes. How are you doing today? My name is Alvin Woodard. Hello, sir. How may I help you? I was trying to reach Justin, if it was possible. I'm sorry, could you repeat that for me? I was trying to see if I could reach Justin, um, since our- Oh, yeah, Justin. ... first time. Okay, who is calling? My name is Alvin Woodard, A-L-V-I-N, Woodard. Okay, give me a minute, please. Okay. He said... Ah, let me see. Justin. He's in a meeting at this moment. Um, is there anything that, that I can help you with? Um, so I'll, um... I had called, um, about a month ago? Not even a month. I'm sorry, last week, to enroll- Mm-hmm. ... for benefits through you guys. Okay. So I enrolled for benefits through you guys, and, um, just kind of, uh, tried to get it online. He had, he had said he was going to call and reach out to some people and see what do you guys cover, because I was trying to get dental. So I have braces in my mouth, and I, uh, was trying to get the, the, you guys' dental to lapse in with my dental plan, I guess, so I could get my braces done and finish getting, finish getting it paid off. He said he was going to call and see if I was eligible for the benefits, and, um, he had left me a voicemail saying that I had... he made the call and he said that I was eligible. Okay, let me check your account, um, to see if there is some notes there. May I have the name of the agency that you are working with and the last four of your Social, please? Yes. Integrity Trade Solutions. Okay. Yes, that what I'm s- And the last four of your Social? Uh, 0395. Thank you very much, Mr. Alvin Walter Woodard. And just for security purposes, sir, can you please verify your address and date of birth? Any pronouns for you? No. Uh- Oh, okay. AJ. He was about to say your name. Uh, I'm sorry, 9645 South Creator, Chicago, Illinois, 60617. Okay, and your date of birth? November 18th, 1990. Email, A-I- A-L- ... dot Woodard? A-L? A... Yes, A-L.wardard90@gmail.com. A-L.wardard90@gmail.com, okay. Uh-huh. And phone number is

872-352-6560. Is that correct? Yes. Yes. Okay, sir, thank you very much. Okay, let me check. Yes, you are eligible to enroll. Oh, yes, you are. But, um, just for your information, I don't know if he did explain you that, uh, the dental plan... Okay, I'm, I'm sorry. I'm downloading the information. I'm sorry. Okay, I'm gonna explain you what the dental plan covers. Okay. If you go for a preventive visitation, there is no deductible needed, and they will, um, they will cover 100%. If you're going for a basic non-surgical extraction, basic restoration, x-rays, they will cover 80%. There is no waiting period. The annual maximum coverage would be \$1,000, and they say deductible for any of the basic restorations, the basic, um, the x-rays, basic restorations, and/or the, um, basic extractions, the deductible will be \$50 for employee. But they won't cover any major procedure like root canals, dentures, braces, crowns. Those are not covered. So braces is not covered? No, sir. They're not. Huh. Sorry for that. Okay. Yeah, I was trying to, um... That's what I was trying to do. I was trying to get my braces covered. Yes, I'm sorry about that. Um, I cannot tell you if, if, if they... Okay, had Justin explained you that? Did he told you that, uh, the braces are not covered, or did- you guys did not discuss that? No, he was, um, he was going to, I guess. Hmm. Okay, may I put you on hold just for a minute? I want to check some more information and see if there has been any changes. Okay. Thank you. I'll be right back with you. You're welcome. Hello, Mr. Woodard? Yes. Thank you for waiting, sir. Now, I was reading the whole information and there is no coverage for the, um, for braces. There is no coverage for full braces? For braces, no, sir. Um. Okay. I will have to transfer your call with APL just to figure out if they have any, some other plan that will help you. But, uh, as long as I have here, the information I have here, which is not a complete information, um, they may tell you something different that, uh, we don't have that information here. We're just the administrators. Uh, would you like me to transfer your call with them or give you their phone number? Yes. You transfer, you said you'll transfer me. Okay. I, I... Okay. Uh, would you like to write it down before the call get disconnected? I got it. Yes. Hold on one moment. Sure. What is it? 800-256-8606. Hold on one moment. 800-256-86-06? 06. Yes. Okay. Okay. Now I'm gonna transfer your call with them, just in case they say, then, um, anything that you would like to enroll under, or if you decide to enroll after you talk with them, just give us a call back and we'll, we, we will proceed with the enrollment, okay? Okay. Thank you. All right, Mr. Woodard. Thank you for calling Benefits Center Care. Let me transfer your call. Okay. Thank you.