

## **Transcript: Sara**

**Marulanda-4696358344769536-4787428059561984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... put in Benefits in a Card. My name is Sarah. May I have your name, please? CJ Harvey. Hello, sir. How may I help you? I was just calling to see if I have dental insurance on this card. Um, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Surge and 3652. 3652. And you say Harvey? Yes. Harvey. H-A-R-V-E-Y. CJ Harvey. Um, just for security purpose, may I please verify your address and date of birth? 1410 South Sandusky Ave, 11685. Email harveycj8@gmail.com? Yeah. Phone number 5... 419-835-4817. No, it's been changed. What is the new number? Um... 740. 740-914-1267. 1267. Thank you very much. Information has been updated. Okay. Um, well, you are enrolled on MEC TelRx which is a preventive care plan. That one will not include, um, dental or vision or any hospital indemnity. It's just preventative. It just does what? It's just prevention. Preventative, like vaccinations, one physical exam examination, blood pressure screenings, um... Okay, give me a minute. I'm waiting for the system to finish downloading. This is covering, uh, one physical exam examination, uh, colorectal cancer screenings, depression, diabetes, hepatitis C, syphilis, HIV, lung cancer, tuberculosis. All those screenings are 100% covered. And immunizations like influenza, tetanus, diphteria, pertussis, varicella-mumps, rubella, pneumococcal, meningococcal, hepatitis A and B, 100% covered as well. And it will cover virtual urgent care and prescriptions under Pre-Ra but not dental or vision or hospital indemnity or physical doctor visitations if you are sick. Okay. That's all I needed to know. Oh, okay. Um, there is any other questions that you have for me, sir? Not of yet. All righty, sir. So thank you for calling Benefits in a Card. Have a wonderful day. You too. Mm-hmm. Bye-bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. ... put in Benefits in a Card. My name is Sarah. May I have your name, please? CJ Harvey. Hello, sir. How may I help you? I was just calling to see if I have dental insurance on this card. Um, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Surge and 3652. 3652. And you say Harvey? Yes. Harvey. H-A-R-V-E-Y. CJ Harvey. Um, just for security purpose, may I please verify your address and date of birth? 1410 South Sandusky Ave, 11685. Email harveycj8@gmail.com? Yeah. Phone number 5... 419-835-4817. No, it's been changed. What is the new number? Um... 740. 740-914-1267. 1267. Thank you very much. Information has been updated. Okay. Um, well, you are enrolled on MEC TelRx which is a preventive care plan. That one will not include, um, dental or vision or any hospital indemnity. It's just preventative. It just does what? It's just

prevention. Preventative, like vaccinations, one physical exam examination, blood pressure screenings, um... Okay, give me a minute. I'm waiting for the system to finish downloading. This is covering, uh, one physical exam examination, uh, colorectal cancer screenings, depression, diabetes, hepatitis C, syphilis, HIV, lung cancer, tuberculosis. All those screenings are 100% covered. And immunizations like influenza, tetanus, diphteria, pertussis, varicella-mumps, rubella, pneumococcal, meningococcal, hepatitis A and B, 100% covered as well. And it will cover virtual urgent care and prescriptions under Pre-Ra but not dental or vision or hospital indemnity or physical doctor visitations if you are sick. Okay. That's all I needed to know. Oh, okay. Um, there is any other questions that you have for me, sir? Not of yet. All righty, sir. So thank you for calling Benefits in a Card. Have a wonderful day. You too. Mm-hmm. Bye-bye.