

## Transcript: Sara

**Marulanda-6010316513787904-5848048891248640**

### Full Transcript

Thank you for calling BenefitNet Card. My name is Sarah. May I have your name, please? Shaniquia Scott. I'm sorry? Scott? Shaniquia Scott. Hello? Hi. How may I help you? Shaniquia Scott is my name. I was calling about my plan. Sure, I can help you with that. Uh, may I have the name of the agency that you're calling from and the last four of your Social? Um, MAU2965. Shaniquia Scott. And just for security number, uh, security purposes, can you please verify your address and date of birth? Um, my updated address is 3630... Is that the one to start with or you need the old one? Uh, no this one is the one that we have in the system. Um, if you want, you want it- It's 2210- I'm sorry? Oh, it's 2210 Grist Mill Court, Grovetown, Georgia, 30813. No, but which one is the, the, the old address, the one that we have here in the system? Yeah, that's the old one, 2210 Grist Mill Court, Grovetown, Georgia, 30813. Oh, okay. Um, uh, which one is the new address? Because we have a different address here. 3630 Peach Orchard Road, Augusta, Georgia, 30906. Okay, thank you very much. That's the one you want to keep, right? Mm-hmm. Here in the system? Okay. And your date of birth? Um, December 8th, 1990. And is your email unquillyd09@gmail.com? Yes. Phone number 803-463-1381? Yes. Thank you very much. Okay, you have active coverage for, uh, preventive care, dental, term life, and vision for employee plus child. What per child? I'm sorry. Ooh, we about to hit that code. I'm sorry, could you repeat that for me please? I said, what per child? Oh, you have the coverage for employee plus child. How much is that? So your child is, uh, include under the coverage. Amiah Hill? Yeah, that's my daughter. Yeah, she's under coverage as well. Okay, um, what's, what's included in that? I'm sorry. Okay. Um, the preventive care, that one will cover for one physical yearly examination. One who? One physical yearly examination, like one wellness- Okay. ... exam per year. Uh, vaccinations, a colonoscopy, a mammography, um, Pap smear. It will cover, uh, FDA-approved contraceptive methods and immunizations. Basically that's, that's what it includes. Uh, it's just preventive care. That one will not cover any doctor visitations if you are sick. Oh, yeah, I need that one. Well, you're not enrolled in that one. Oh, how, how can I get that one? Uh, give me a minute, please. I need to check when is the next company open enrollment period. Just give me just one minute. The next, uh, company open enrollment period for MAU is gonna be, well, until the... December to January. Oh, okay. Um, is there any way that this can be canceled so I can, um, get, uh, another, um, company added? Let me check. Unfortunately, these, uh, all these plans are under, uh, Section 125 which is an IRS regulation. That regulation does not allow you to make any cancellations unless you have a company open enrollment period or qualified life event. Um, the only one that we can cancel at this moment is the term life. You said a timeline? Term life, like a life insurance. Oh, no, we need that. How much is that? You're paying \$2.54 for that. And what does that cover? Okay, let me check it. Um, it would cover you for \$20,000 and your chil... How old is your daughter? Okay. She's 15. Yes, uh... So

will be covered for, uh, \$2,500. Okay, I need to up that. Can I up that now or I have to wait till the end? I'm sorry, you want to what? You need to up that, that one? I need to, um, yes, update that one to a higher limit. Oh, no, that's the only one they're offering. Um, there is not a beta or less amount. It's just, it's the only one that they're offering. Okay. All right, thank you. And the other one is from December to January. Yes, ma'am, December to January, just remember you have a dental coverage and vision as well. Okay, so it's, okay, so she do have... And what's in her dental coverage? Dental will cover, uh... Hold on, please. If you going for preventive visitation there is no deductible needed. Hold on, hold on. Preventative clean. Can you write this down? Let me write it down. I'm sorry. Would you like me to, um... If, if you want I can send you the benefit guide and you can see the benefits there. Um, you can just tell me. I'll write it down, for the dental. Okay. Okay, perfect. Uh, for the preventive, which is a cleaning, there will be no deductible and they will cover 100%. If you're going for a basic non-surgical extraction, basic restoration, x-rays, they will cover 80% up to \$50 deductible for individual. Okay. The annual maximum coverage will be \$500, but they won't cover any procedure like root canals, dentures, braces, crowns. Those are not covered. Okay, and, um... You say the \$500 deductible or \$5 deductible? I can't hear you. No, no, no. The annual maximum coverage is \$500. Okay. And for the vision, the copay for eye exam will be \$10. Okay. Copay for lenses and frames will be \$25 and you will get a frames allowance of \$130. Copay for lenses and frames is how much? The frames allowance is going to be for \$130. For each of us? Yes, ma'am. And what about if she needs contacts? The copay for lenses and... Okay they, they're not specify anything here about the contacts, so I'm assuming, um, MetLife has that information. We don't have it. Okay. And what's the copay amount? The copay for eye exam is \$10. Thank you so much. All right. All right. I appreciate everything you've done. You're more than welcome. Have a wonderful day and thank you for calling us. All right. You too. Thank you. Bye.

## Conversation Format

Speaker None: Thank you for calling BenefitNet Card. My name is Sarah. May I have your name, please? Shaniquia Scott. I'm sorry? Scott? Shaniquia Scott. Hello? Hi. How may I help you? Shaniquia Scott is my name. I was calling about my plan. Sure, I can help you with that. Uh, may I have the name of the agency that you're calling from and the last four of your Social? Um, MAU2965. Shaniquia Scott. And just for security number, uh, security purposes, can you please verify your address and date of birth? Um, my updated address is 3630... Is that the one to start with or you need the old one? Uh, no this one is the one that we have in the system. Um, if you want, you want it- It's 2210- I'm sorry? Oh, it's 2210 Grist Mill Court, Grovetown, Georgia, 30813. No, but which one is the, the, the old address, the one that we have here in the system? Yeah, that's the old one, 2210 Grist Mill Court, Grovetown, Georgia, 30813. Oh, okay. Um, uh, which one is the new address? Because we have a different address here. 3630 Peach Orchard Road, Augusta, Georgia, 30906. Okay, thank you very much. That's the one you want to keep, right? Mm-hmm. Here in the system? Okay. And your date of birth? Um, December 8th, 1990. And is your email unquillyd09@gmail.com? Yes. Phone number 803-463-1381? Yes. Thank you very much. Okay, you have active coverage for, uh, preventive care, dental, term life, and vision for employee plus child. What per child?

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