

## Transcript: VICTORIA

**Taylor-5045815285956608-5590507434065920**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I'm just calling to inquire about, um, some coverage regarding your dental plan or the sup- or the supplemental for dental. Okay. Um, so I'm trying... Yeah, I'm trying to get a crown done and I was wondering how much you guys cover if I were to sign up for the dental supplement. Okay. What's the name of the agency you work for? Yeah, it's gonna be Noor, N-O-O-R. Okay, give me one second. Sure. And if that doesn't work, then I think they're also under another name, it's called GHG or Global Healthcare Group. Okay. Um, so the dental plan that's being offered through your employer is a very basic dental plan. Um- Mm-hmm. ... it covers your preventative services at 100%. Um- Mm-hmm. And then, let's see, looks like there is a \$50 deductible per person. Mm-hmm. But I don't see any coverage for crowns unfortunately. Oh, okay. I see. Um, and is the preventative stuff like cleanings and X-rays? Just curious. Yes. So let's see. Looks like two oral exams per 12-month period, um, bitewing X-rays once per 12... uh, bitewing X-rays once per 12-month period, and dental cleanings once every six months. Hmm. Okay. Okay, sounds good. Yes, ma'am. Did you need help with anything else? Um, no, I think that should be it. Thank you so much for your help. You're welcome. You have a wonderful day. Okay, you too. Thank you. Bye. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, I'm just calling to inquire about, um, some coverage regarding your dental plan or the sup- or the supplemental for dental.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, so I'm trying... Yeah, I'm trying to get a crown done and I was wondering how much you guys cover if I were to sign up for the dental supplement.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Yeah, it's gonna be Noor, N-O-O-R.

Speaker speaker\_0: Okay, give me one second.

Speaker speaker\_1: Sure. And if that doesn't work, then I think they're also under another name, it's called GHG or Global Healthcare Group.

Speaker speaker\_0: Okay. Um, so the dental plan that's being offered through your employer is a very basic dental plan. Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... it covers your preventative services at 100%. Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then, let's see, looks like there is a \$50 deductible per person.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But I don't see any coverage for crowns unfortunately.

Speaker speaker\_1: Oh, okay. I see. Um, and is the preventative stuff like cleanings and X-rays? Just curious.

Speaker speaker\_0: Yes. So let's see. Looks like two oral exams per 12-month period, um, bitewing X-rays once per 12... uh, bitewing X-rays once per 12-month period, and dental cleanings once every six months.

Speaker speaker\_1: Hmm. Okay. Okay, sounds good.

Speaker speaker\_0: Yes, ma'am. Did you need help with anything else?

Speaker speaker\_1: Um, no, I think that should be it. Thank you so much for your help.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: Okay, you too. Thank you. Bye.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Bye.