

## **Transcript: VICTORIA**

**Taylor-5447740301459456-5325050131464192**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. This is Patrick Castleberg calling. Can you hear me okay? Yeah, I can hear you fine. Okay. Um, I just had a question about the dental coverage, um, through, um, through you guys. Uh, the- what I saw listed shows, um, a yearly maximum of 500. I'm assuming that's per person. Is that correct? Um, what's the name of the agency you work for? Uh, Oxford Consultant Care, or Oxford Health Care. Okay, give me one second. Okay, so we're just your benefits administrators. The information that we have is basically what's on the benefits guide. I would assume that it's \$500 per person, um, but if you want to verify, you can actually reach out to the insurance carrier, which would be, um, American Public Life. Do you have a number for them? Sure. Um, and do you currently have a policy that's active? No. No, okay. I'm just considering enrolling. Gotcha. So, um, for members who do not have active policies, I have two different numbers for you to try. Uh, the first number is going to be for Delisia. Okay. And her phone number is 936-3290. If she doesn't answer, you can try reaching out to Sandra, and her phone number is 936-3287. Okay, great. Thank you. You're welcome. Did you need help with anything else? No, that's it. Thanks. You're welcome. Have a good day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. This is Patrick Castleberg calling. Can you hear me okay?

Speaker speaker\_1: Yeah, I can hear you fine.

Speaker speaker\_2: Okay. Um, I just had a question about the dental coverage, um, through, um, through you guys. Uh, the- what I saw listed shows, um, a yearly maximum of 500. I'm assuming that's per person. Is that correct?

Speaker speaker\_1: Um, what's the name of the agency you work for?

Speaker speaker\_2: Uh, Oxford Consultant Care, or Oxford Health Care.

Speaker speaker\_1: Okay, give me one second. Okay, so we're just your benefits administrators. The information that we have is basically what's on the benefits guide. I would

assume that it's \$500 per person, um, but if you want to verify, you can actually reach out to the insurance carrier, which would be, um, American Public Life.

Speaker speaker\_2: Do you have a number for them?

Speaker speaker\_1: Sure. Um, and do you currently have a policy that's active?

Speaker speaker\_2: No.

Speaker speaker\_1: No, okay.

Speaker speaker\_2: I'm just considering enrolling.

Speaker speaker\_1: Gotcha. So, um, for members who do not have active policies, I have two different numbers for you to try. Uh, the first number is going to be for Delisia.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And her phone number is 936-3290. If she doesn't answer, you can try reaching out to Sandra, and her phone number is 936-3287.

Speaker speaker\_2: Okay, great. Thank you.

Speaker speaker\_1: You're welcome. Did you need help with anything else?

Speaker speaker\_2: No, that's it. Thanks.

Speaker speaker\_1: You're welcome. Have a good day.