

Transcript: VICTORIA

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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? Um, my name's Hannah Rogers. Um, and I had got insurance through work, um, for dental and vision, which it come out of my check, um, last week, but my eye doctor had contacted the insurance company and they're not finding me nowhere. Okay. Um, what's the name of the agency you work for? Um... She does work for Southland. I work... It's, uh, WorkSource. Okay. And the last four of your Social? 3848. Okay. And your first and last name? Hannah Rogers. Do you mind verifying your address and date of birth? Uh, it's 133 Paint Rock Road, Magazine, Arkansas 72943, and my birthday is July 8, '92. Phone number 479-357-6675? Yes. And email is gonna be ahawk81611@gmail.com? Yes. Okay. Um, so it looks like your coverage just became active today. Um... Today? And I know typically it takes about up to four days for your information to show in their system. Okay, so i- my husband's on there too, right? Uh, let me double check. Yes, employee plus spouse. Okay. All right. So just about another week and then it'll show up probably? Yes, ma'am. It takes just a, uh, to my knowledge, up to four days for them to get you in the system. Okay. Okay. Thank you so much. You're welcome. Did you need help with anything else? Um, well, could you tell me what the copay is for the dental and the vision? Um, let me look. For contacts, for the vision. I don't know if that might be different. Now for vision, I don't see anything specifically for contacts. Um, I'm not sure if there is coverage for contact lenses. That might be something you need to verify with the actual insurance company. Okay. The information that I have, um, so if you're just going for an annual eye exam, there is a copay of \$10. Okay. The copay for glasses would be \$25 and then the insurance will pay \$130 of the frames. Okay. Okay. Um, what about the dental? Uh, so the dental is a very basic dental policy. It's not gonna cover any major dental work like crowns or orthodontists, but it does cover your preventative dental work at 100%, and then, um, basic dental work like fillings and extractions at 80% once you meet the \$50 deductible. Okay. So it won't cover for fillings or anything? No, i- it does... So basic dental work is fillings and regular extractions. That's covered at 80% once you meet the \$50 deductible. What this dental plan is not gonna cover is major dental work like crowns or, um, orthodontists. Okay. All right. Thank you. Yes, ma'am. Was there anything else you might need help with? No, that's it. All righty. You have a wonderful 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: Um, my name's Hannah Rogers. Um, and I had got insurance through work, um, for dental and vision, which it come out of my check, um, last week, but my eye doctor had contacted the insurance company and they're not finding me nowhere.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: Um...

Speaker speaker_3: She does work for Southland.

Speaker speaker_2: I work... It's, uh, WorkSource.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 3848.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Hannah Rogers.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, it's 133 Paint Rock Road, Magazine, Arkansas 72943, and my birthday is July 8, '92.

Speaker speaker_1: Phone number 479-357-6675?

Speaker speaker_2: Yes.

Speaker speaker_1: And email is gonna be ahawk81611@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so it looks like your coverage just became active today. Um...

Speaker speaker_2: Today?

Speaker speaker_1: And I know typically it takes about up to four days for your information to show in their system.

Speaker speaker_2: Okay, so i- my husband's on there too, right?

Speaker speaker_1: Uh, let me double check. Yes, employee plus spouse.

Speaker speaker_2: Okay. All right. So just about another week and then it'll show up probably?

Speaker speaker_1: Yes, ma'am. It takes just a, uh, to my knowledge, up to four days for them to get you in the system.

Speaker speaker_2: Okay. Okay. Thank you so much.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: Um, well, could you tell me what the copay is for the dental and the vision?

Speaker speaker_1: Um, let me look.

Speaker speaker_2: For contacts, for the vision. I don't know if that might be different.

Speaker speaker_1: Now for vision, I don't see anything specifically for contacts. Um, I'm not sure if there is coverage for contact lenses. That might be something you need to verify with the actual insurance company.

Speaker speaker_2: Okay.

Speaker speaker_1: The information that I have, um, so if you're just going for an annual eye exam, there is a copay of \$10.

Speaker speaker_2: Okay.

Speaker speaker_1: The copay for glasses would be \$25 and then the insurance will pay \$130 of the frames.

Speaker speaker_2: Okay. Okay. Um, what about the dental?

Speaker speaker_1: Uh, so the dental is a very basic dental policy. It's not gonna cover any major dental work like crowns or orthodontists, but it does cover your preventative dental work at 100%, and then, um, basic dental work like fillings and extractions at 80% once you meet the \$50 deductible.

Speaker speaker_2: Okay. So it won't cover for fillings or anything?

Speaker speaker_1: No, i- it does... So basic dental work is fillings and regular extractions. That's covered at 80% once you meet the \$50 deductible. What this dental plan is not gonna cover is major dental work like crowns or, um, orthodontists.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: Yes, ma'am. Was there anything else you might need help with?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All righty. You have a wonderful day.