

Transcript: VICTORIA

Taylor-5515348581761024-5213402784284672

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? Uh, yes, I was just on the line, I got disconnected. I was, um, trying to do a change of address, that my address was wrong. I was hoping I could talk to the same lady I was just on the line with, but... Uh, do you remember the name of the person you were speaking with? Uh... Don't. I don't. Okay. I mean, I can pull up your file and change it for you. What's the name of the, um, agency you work for? Uh, Hamilton Rikers. And the last four of your Social? 0798. And your first and last name? Jonathan Smith. Okay. Uh, do you mind verifying your date of birth? 12/20/83. Okay. And then I have the address as 384 Highway 356? Mm-hmm. Rienzi, Mississippi. Okay. Does that still need to be updated? Yeah, I mean, do, do you have the Rienzi, Mississippi part? The 38865? Yes. Mm-hmm. Okay. Okay, then she got... I, I wasn't sure if she got it in or not, but yeah, she did get it in. Um- Let me just make sure this city is spelled correctly. Is it R-I-E-N-Z-I? Yeah, yeah, that's correct. Okay. That's it. Okay. And, um, she was, uh, letting me know... I didn't think I had insurance, but she was letting me know I did, and, but, so my card hasn't come in and I was trying to go to the dentist. Um, how, how would I go about doing that? Um, I can look up copies and email them to you, and then, um, I can also put in a request to have them sent to the correct address. Mm-hmm. And, um, the type of insurance, um, like, uh, how would I know, like, what all it covers? Like, how would I, um, you know, get that, uh... I mean, I can also send you a copy of the benefits guide. Um, the benefits guide goes over all the benefits being offered, um, and what they cover. Yeah. But as far as dental, it is a very basic dental plan, so it's not gonna cover any major services like crowns or orthodontists. Um, but it does cover your preventative dental work at 100%, and then basic dental work, like fillings and extractions at 80% once you meet the \$50 deductible. Okay, so it doesn't include, like, implants or, like, even, like, first check-ups or anything? I thought it was gonna be- Well, like I say, your preventative... Yeah, your preventative dental work is 100% covered, but it's definitely not gonna cover things like implants. Okay. And, um... Oh yeah, okay, then could you send me a... yeah, that- to my email? Sure. Give me one second. I am gonna put you on a brief hold while I look up the ID cards and I'll be right back. Okay. All righty. Thank you so much for holding. Um, and just to make sure we have the right email on file, I have JonathanWSNITH83 at gmail.com. Correct. Okay. All righty. I will go ahead and send those ID cards to your email, and I wanna, went ahead and also sent in a request to have them mailed to the new address. Okay. Okay then, ma'am. Thank you. That'll be all. All righty. You have a wonderful day. All right. You do the same. Thank you. Bye-bye. Bye.

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: Uh, yes, I was just on the line, I got disconnected. I was, um, trying to do a change of address, that my address was wrong. I was hoping I could talk to the same lady I was just on the line with, but...

Speaker speaker_1: Uh, do you remember the name of the person you were speaking with?

Speaker speaker_2: Uh... Don't. I don't.

Speaker speaker_1: Okay. I mean, I can pull up your file and change it for you. What's the name of the, um, agency you work for?

Speaker speaker_2: Uh, Hamilton Rikers.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0798.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jonathan Smith.

Speaker speaker_1: Okay. Uh, do you mind verifying your date of birth?

Speaker speaker_2: 12/20/83.

Speaker speaker_1: Okay. And then I have the address as 384 Highway 356?

Speaker speaker_2: Mm-hmm. Rienzi, Mississippi.

Speaker speaker_1: Okay. Does that still need to be updated?

Speaker speaker_2: Yeah, I mean, do, do you have the Rienzi, Mississippi part? The 38865?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_2: Okay. Okay, then she got... I, I wasn't sure if she got it in or not, but yeah, she did get it in. Um-

Speaker speaker_1: Let me just make sure this city is spelled correctly. Is it R-I-E-N-Z-I?

Speaker speaker_2: Yeah, yeah, that's correct.

Speaker speaker_1: Okay.

Speaker speaker_2: That's it. Okay. And, um, she was, uh, letting me know... I didn't think I had insurance, but she was letting me know I did, and, but, so my card hasn't come in and I was trying to go to the dentist. Um, how, how would I go about doing that?

Speaker speaker_1: Um, I can look up copies and email them to you, and then, um, I can also put in a request to have them sent to the correct address.

Speaker speaker_2: Mm-hmm. And, um, the type of insurance, um, like, uh, how would I know, like, what all it covers? Like, how would I, um, you know, get that, uh...

Speaker speaker_1: I mean, I can also send you a copy of the benefits guide. Um, the benefits guide goes over all the benefits being offered, um, and what they cover.

Speaker speaker_2: Yeah.

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

Speaker speaker_2: Okay, so it doesn't include, like, implants or, like, even, like, first check-ups or anything? I thought it was gonna be-

Speaker speaker_1: Well, like I say, your preventative... Yeah, your preventative dental work is 100% covered, but it's definitely not gonna cover things like implants.

Speaker speaker_2: Okay. And, um... Oh yeah, okay, then could you send me a... yeah, that-to my email?

Speaker speaker_1: Sure. Give me one second. I am gonna put you on a brief hold while I look up the ID cards and I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Thank you so much for holding. Um, and just to make sure we have the right email on file, I have JonathanWSNITH83 at gmail.com.

Speaker speaker_3: Correct.

Speaker speaker_1: Okay. All righty. I will go ahead and send those ID cards to your email, and I wanna, went ahead and also sent in a request to have them mailed to the new address.

Speaker speaker_3: Okay. Okay then, ma'am. Thank you. That'll be all.

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

Speaker speaker_3: All right. You do the same.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_3: Bye.