

Transcript: Estefania

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Full Transcript

Gracias. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes, I... I, I'm trying to, um, figure out exactly what's covered. Um, this is my first time using these benefits. Um- Okay. Yeah, I can- ... let you know. Yeah. Um, what staffing agency are you with? Oxford. And then, what is the last four of your Social? 1078. Okay, thank you. And your first and last name, please? Lamonica Morgan. For security purposes, could you verify your address and date of birth? 17166 Fairfield, Detroit, Michigan. Detroit... I'm sorry. Detroit, Michigan 48221. And what'd you say, my date of birth? Yes, ma'am. 9/25/80. 313-457-4560 is your phone number? Yes. Okay. And then, I have your first name, last name, 2728 at gmail.com. Is that up to date? Yeah. Okay. Yes, so... All right, so did you just want me to go over all of them? Well, my kids have a dental g- a dental appointment. So, what, what information do I need to give them? 'Cause I, I want to make sure that it's covered. Like I don't wanna go on the end with a bill because it's not covered under this plan. Mm-hmm. So, they're going for a six-month cleaning. So yeah, I can go over. Okay. So, for your dental plan, let me go over what it includes. So, for dental, a preventative visit is covered at 100%. Something basic, like a cleaning would be covered at 80%. Basic restorative would be covered at 80%. X-rays are covered at 80. You said- Mm-hmm. You said what was covered at 100%? A preventative visit. And what is, is that six months cleaning? I'm not... It, it doesn't specify. Oh. We're just the healthcare administrators. I really wouldn't be able to tell you what's, what would be considered the preventative visit. Oh, okay. Mm-hmm. But I do have the- Okay, so maybe that's what I'm looking at right here. So it says 100% preventive. You said 80% basic services. Mm-hmm. Yes, ma'am. Annual calendar year, 500 max. Correct. And then, for your dental plan, you would have to give a one-time deductible. The individual plan is at \$50. I have to pay? Yes, correct. Um, you said it's how much? Um, the individual plan is \$50. Um, I'm not sure if it would be like, um... If, if it's just for your kid, I'm pretty sure it's just 50. But you, it is a one-time deductible. Individual's \$50 and then the family plan, if you were to get the family plan, it would have been at \$150. But that deductible, you just provide once. And then, I also was gonna tell you, um, that I could give you the network's phone number just to verify that, um, that provider does take that dental plan 'cause I have that number as well. And this should be on your card. Okay. Um, it's 800- Mm-hmm. ... 290- Mm-hmm. ... 0523. Okay. So that'd be- So that's the number for that- ... 1-800-290-0523? Correct, that's the network's phone number to find a provider. Hmm. Okay. Let me, uh, I guess I'll call and see. Okay, that's fine. Um, did you have any other questions, though? Uh, no. So... Mm, mm. No, not right now. If I do, I'll call back. Just trying to get- Okay, that's fine. ... some network 'cause... Yeah, I have a little bandwidth- Yes, ma'am. I would call that number first to see if they're- Mm-hmm. ... um, within the network just so that you don't go and waste your time if they're not. Um, and then- Okay. ... if they're not, they'll be happy to let you know

where you can go for that visit. Okay. Okay? All right, thank you. You're welcome. If you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Okay, thank you. Thank you. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Gracias. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, yes, I... I, I'm trying to, um, figure out exactly what's covered. Um, this is my first time using these benefits. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, I can-

Speaker speaker_0: ... let you know.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, what staffing agency are you with?

Speaker speaker_1: Oxford.

Speaker speaker_0: And then, what is the last four of your Social?

Speaker speaker_1: 1078.

Speaker speaker_0: Okay, thank you. And your first and last name, please?

Speaker speaker_1: Lamonica Morgan.

Speaker speaker_0: For security purposes, could you verify your address and date of birth?

Speaker speaker_1: 17166 Fairfield, Detroit, Michigan. Detroit... I'm sorry. Detroit, Michigan 48221. And what'd you say, my date of birth?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 9/25/80.

Speaker speaker_0: 313-457-4560 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then, I have your first name, last name, 2728 at gmail.com. Is that up to date?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yes, so... All right, so did you just want me to go over all of them?

Speaker speaker_1: Well, my kids have a dental g- a dental appointment. So, what, what information do I need to give them? 'Cause I, I want to make sure that it's covered. Like I don't wanna go on the end with a bill because it's not covered under this plan.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, they're going for a six-month cleaning.

Speaker speaker_0: So yeah, I can go over.

Speaker speaker_1: Okay.

Speaker speaker_0: So, for your dental plan, let me go over what it includes. So, for dental, a preventative visit is covered at 100%. Something basic, like a cleaning would be covered at 80%. Basic restorative would be covered at 80%. X-rays are covered at 80.

Speaker speaker_1: You said-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You said what was covered at 100%?

Speaker speaker_0: A preventative visit.

Speaker speaker_1: And what is, is that six months cleaning?

Speaker speaker_0: I'm not... It, it doesn't specify.

Speaker speaker_1: Oh.

Speaker speaker_0: We're just the healthcare administrators. I really wouldn't be able to tell you what's, what would be considered the preventative visit.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm. But I do have the-

Speaker speaker_1: Okay, so maybe that's what I'm looking at right here. So it says 100% preventive. You said 80% basic services.

Speaker speaker_0: Mm-hmm. Yes, ma'am.

Speaker speaker_1: Annual calendar year, 500 max.

Speaker speaker_0: Correct. And then, for your dental plan, you would have to give a one-time deductible. The individual plan is at \$50.

Speaker speaker_1: I have to pay?

Speaker speaker_0: Yes, correct.

Speaker speaker_1: Um, you said it's how much?

Speaker speaker_0: Um, the individual plan is \$50. Um, I'm not sure if it would be like, um... If, if it's just for your kid, I'm pretty sure it's just 50. But you, it is a one-time deductible.

Individual's \$50 and then the family plan, if you were to get the family plan, it would have been at \$150. But that deductible, you just provide once. And then, I also was gonna tell you, um, that I could give you the network's phone number just to verify that, um, that provider does take that dental plan 'cause I have that number as well. And this should be on your card.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, it's 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 290-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 0523.

Speaker speaker_1: Okay. So that'd be-

Speaker speaker_0: So that's the number for that-

Speaker speaker_1: ... 1-800-290-0523?

Speaker speaker_0: Correct, that's the network's phone number to find a provider.

Speaker speaker_1: Hmm. Okay. Let me, uh, I guess I'll call and see.

Speaker speaker_0: Okay, that's fine. Um, did you have any other questions, though?

Speaker speaker_1: Uh, no. So... Mm, mm. No, not right now. If I do, I'll call back. Just trying to get-

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: ... some network 'cause... Yeah, I have a little bandwidth-

Speaker speaker_0: Yes, ma'am. I would call that number first to see if they're-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, within the network just so that you don't go and waste your time if they're not. Um, and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if they're not, they'll be happy to let you know where you can go for that visit.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. If you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too.