

Transcript: Justin

Mills-4988943159443456-5957829816139776

Full Transcript

Calling Benefits in a Card. This is Justin. How can I help you today? Hello. Good morning, Justin. My name is Maria. I'm calling from a dental office, GD 6 Miles, regarding mutual patient of ours. Okay. Um, the patient is Tracy Lane. Okay. She gave me this phone number because she had stated that this is the phone number that I could get her dental benefits. Okay, so you're checking eligibility on Tracy? Mm-hmm. Okay. And Tracy, that's T-R-A-C-Y? Mm-hmm. Tracy Lane. Would you like her date of birth? Correct. Okay. Miss Lane's date of birth will be 3/7/1984. Okay. Let's see here. So it looks like Miss Lane became active as of March 17th of 2025. Mm-hmm. Dental coverage, let's see here. So it looks like her preventative visits are covered at 100%. Um, basic and basic restoratives, 80%, and she has a \$50 deductible. Okay. Do you think you're able to fax over her benefits? Um, I can email a benefit guide. Okay. Here, let's see. And what's that email I can send this to? It will be info, I-N-F-O, @gallo, G-A-L-L-O, dental.com. And just to confirm, I-N-F-O @ G-A-L-L-O D-E-N-T-A-L.com? Yes, sir. Okay. So the email that you should be looking out for will be coming from info, I-N-F-O, @benefitsinacard.com, okay? All right. Okay. Okay. Thank you so much, Justin. Is there anything else I can help with today? No, that'll be it. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hello. Good morning, Justin. My name is Maria. I'm calling from a dental office, GD 6 Miles, regarding mutual patient of ours.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, the patient is Tracy Lane.

Speaker speaker_0: Okay.

Speaker speaker_1: She gave me this phone number because she had stated that this is the phone number that I could get her dental benefits.

Speaker speaker_0: Okay, so you're checking eligibility on Tracy?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And Tracy, that's T-R-A-C-Y?

Speaker speaker_1: Mm-hmm. Tracy Lane. Would you like her date of birth?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Miss Lane's date of birth will be 3/7/1984.

Speaker speaker_0: Okay. Let's see here. So it looks like Miss Lane became active as of March 17th of 2025.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Dental coverage, let's see here. So it looks like her preventative visits are covered at 100%. Um, basic and basic restoratives, 80%, and she has a \$50 deductible.

Speaker speaker_1: Okay. Do you think you're able to fax over her benefits?

Speaker speaker_0: Um, I can email a benefit guide.

Speaker speaker_1: Okay.

Speaker speaker_0: Here, let's see. And what's that email I can send this to?

Speaker speaker_1: It will be info, I-N-F-O, @gallo, G-A-L-L-O, dental.com.

Speaker speaker_0: And just to confirm, I-N-F-O @ G-A-L-L-O D-E-N-T-A-L.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So the email that you should be looking out for will be coming from info, I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: All right.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. Thank you so much, Justin.

Speaker speaker_0: Is there anything else I can help with today?

Speaker speaker_1: No, that'll be it. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.