

## **Transcript: Justin**

**Mills-5513540893327360-4936601023463424**

### **Full Transcript**

Thank you for calling "Benefits and Your Card." This is Justin. How can I help you today? Hi. I was calling to get some information about my benefits, uh, about dental benefits. Yeah. What's that staffing agency you work for? Prime Staffing, Morales Group. Morales. And the last four of your social? 5045. Okay. And what was your first and last name? Venetra Hayes. And for security purposes, could you verify your home address, including city, state, and ZIP code? 1238 Butternut Lane, Indianapolis, Indiana 46234. And confirm your date of birth for me. 3/14/1994. And a good telephone number I have is 317-693-4672? Yes. And the email I have is hayeshayesdeandra23@gmail? Yes. Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of last Monday, the 5th. So you should be receiving your physical ID cards within the next couple of days. Um, I can possibly email the information to you just so you have it. However, you stated you had questions regarding the dental coverage. Is that correct? Yeah. I was just wondering, like, how much coverage does it cover? Something ... Okay. Let's see. So when it comes to dental, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, your check-ups, or your X-rays once per six months. However, when it comes to basic dental work, such as fillings and extractions...

### **Conversation Format**

Speaker speaker\_0: Thank you for calling "Benefits and Your Card." This is Justin. How can I help you today?

Speaker speaker\_1: Hi. I was calling to get some information about my benefits, uh, about dental benefits.

Speaker speaker\_0: Yeah. What's that staffing agency you work for?

Speaker speaker\_1: Prime Staffing, Morales Group.

Speaker speaker\_0: Morales. And the last four of your social?

Speaker speaker\_1: 5045.

Speaker speaker\_0: Okay. And what was your first and last name?

Speaker speaker\_1: Venetra Hayes.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state, and ZIP code?

Speaker speaker\_1: 1238 Butternut Lane, Indianapolis, Indiana 46234.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: 3/14/1994.

Speaker speaker\_0: And a good telephone number I have is 317-693-4672?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is hayeshayesdeandra23@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of last Monday, the 5th. So you should be receiving your physical ID cards within the next couple of days. Um, I can possibly email the information to you just so you have it. However, you stated you had questions regarding the dental coverage. Is that correct?

Speaker speaker\_1: Yeah. I was just wondering, like, how much coverage does it cover? Something ...

Speaker speaker\_0: Okay. Let's see. So when it comes to dental, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, your check-ups, or your X-rays once per six months. However, when it comes to basic dental work, such as fillings and extractions...