

Transcript: Justin

Mills-5531177364013056-6277422831419392

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Yes. I'm calling from Aspen Dental on behalf of a patient. I was trying to see if I can get a fax back for him. Uh, a fax back? Yeah, or like a breakdown of, of, of his benefits, his dental benefits. Okay. Uh, well, I can inform you of what he's covered for. What's the patient's first and last name? Um, James. Last name Milhous. M-I-L-H-O-U-S-E. And confirm his date of birth. Um, 6/6/1982. Okay. So let's see. So it looks like his preventative visits would be covered at 100%, basic cleanings, basic restoratives, 80% after a \$50 deductible. His annual maximum is \$750. Um, and what's the... Is any major procedures covered? No, ma'am. Okay. Um, I guess that's all I need then. Okay. Is there... Uh, is, is there a line that could possibly, like, I guess, send that over, like a fax back? Is there a number for that? Uh, I could possibly email you a benefit guide, um, but that's... That shows what's offered through his employer. You'd just have to go through and look at the spec- the specific dental coverage for it. Yeah, if you could send that to me, um, via email. Okay. Uh, let's see here. And what's a good email for you? It's gonna be chelsea.williams@aspidental.com. And Chelsea, C-H-E-L-S-E-A? Yes. Okay. @aspidental.com, correct? Yes. Okay, so chelsea.williams@aspidental.com. Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder. Okay? Okay. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Yes. I'm calling from Aspen Dental on behalf of a patient. I was trying to see if I can get a fax back for him.

Speaker speaker_0: Uh, a fax back?

Speaker speaker_1: Yeah, or like a breakdown of, of, of his benefits, his dental benefits.

Speaker speaker_0: Okay. Uh, well, I can inform you of what he's covered for. What's the patient's first and last name?

Speaker speaker_1: Um, James. Last name Milhous. M-I-L-H-O-U-S-E.

Speaker speaker_0: And confirm his date of birth.

Speaker speaker_1: Um, 6/6/1982.

Speaker speaker_0: Okay. So let's see. So it looks like his preventative visits would be covered at 100%, basic cleanings, basic restoratives, 80% after a \$50 deductible. His annual maximum is \$750.

Speaker speaker_1: Um, and what's the... Is any major procedures covered?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. Um, I guess that's all I need then.

Speaker speaker_0: Okay.

Speaker speaker_1: Is there... Uh, is, is there a line that could possibly, like, I guess, send that over, like a fax back? Is there a number for that?

Speaker speaker_0: Uh, I could possibly email you a benefit guide, um, but that's... That shows what's offered through his employer. You'd just have to go through and look at the spec- the specific dental coverage for it.

Speaker speaker_1: Yeah, if you could send that to me, um, via email.

Speaker speaker_0: Okay. Uh, let's see here. And what's a good email for you?

Speaker speaker_1: It's gonna be chelsea.williams@aspendental.com.

Speaker speaker_0: And Chelsea, C-H-E-L-S-E-A?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. @aspendental.com, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so chelsea.williams@aspendental.com. Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.