

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, I was just, you know... Y- I just wanted to know if my dental is active. Um, let me check on that for you. What's the staffing agency you work for? SIRS. And the last four of your social? 7498. And your first and last name? Dennis Torres. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Dennis? Um, 5 Island Heights... 5 Island Meadow Drive, Island Heights, Kentucky, 41076. And your date of birth? June 18, 1994. And your telephone number I have is 438-4039. Yes. And the email I have is dennis.torres391@gmail? Yes. Okay, so looking at the calendar, it looks like you're currently active in the coverage for this week, so yes, your dental is active. Right. So, when I go to a dentist, do I just give them the card, the SURGE insurance card? Um, correct, or I can email you the correct ID card to provide to them. Just... Okay. Can you please do that? Yeah. Do you mind if I push in- Um, yeah. I was just wondering, what does it cover? So, when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, check-ups, your X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those would be covered at 80% if met by a \$50 deductible. Okay. Then I gotta get my... I gotta get some other SURG- some surgical work on my top, top of my mouth, so that wouldn't be covered, right? It... Only 80% would be covered? Uh, for basic restoratives, stuff like that; simple extractions, fillings, simple to- yeah, stuff like that. But it wouldn't cover any surgical. At all? Correct. So, if I'm getting some... 'Cause I gotta go to an oral surgeon, if I use this insurance, would it cover some of it or...? I mean, it would cover some of it, yes. But if it requires surgery, then unfortunately, the dental plan doesn't cover surgical extraction and stuff like that. Oh. Okay. So, so I will pay... Okay. Okay. Well, yeah, you can go ahead and send me the, the, the card for now. Okay. Do you mind if I place you on a brief hold while I do that? That's fine. Okay. Hello, Dennis. You still there? Yeah. I- I'm still here. Awesome. Thank you so much for holding. So, I went ahead and emailed you your dental ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsonthecard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay? Okay. Thank you so much for your help. So- You're welcome. Is, is there anything else I could assist you with today? Um, yes. Just kinda thinking, like, I know I gotta go to an oral surgeon. I thought it would cover some of it, but the rest of it... Okay. Well, you have a wonderful day, all right? All right. Cool. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, I was just, you know... Y- I just wanted to know if my dental is active.

Speaker speaker_0: Um, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: SIRS.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7498.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Dennis Torres.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Dennis?

Speaker speaker_1: Um, 5 Island Heights... 5 Island Meadow Drive, Island Heights, Kentucky, 41076.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: June 18, 1994.

Speaker speaker_0: And your telephone number I have is 438-4039.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is dennis.torres391@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the calendar, it looks like you're currently active in the coverage for this week, so yes, your dental is active.

Speaker speaker_1: Right. So, when I go to a dentist, do I just give them the card, the SURGE insurance card?

Speaker speaker_0: Um, correct, or I can email you the correct ID card to provide to them.

Speaker speaker_1: Just... Okay. Can you please do that?

Speaker speaker_0: Yeah. Do you mind if I push in-

Speaker speaker_1: Um, yeah. I was just wondering, what does it cover?

Speaker speaker_0: So, when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, check-ups, your X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those would be covered at 80% if met by a \$50 deductible.

Speaker speaker_1: Okay. Then I gotta get my... I gotta get some other SURG- some surgical work on my top, top of my mouth, so that wouldn't be covered, right? It... Only 80% would be covered?

Speaker speaker_0: Uh, for basic restoratives, stuff like that; simple extractions, fillings, simple to- yeah, stuff like that. But it wouldn't cover any surgical.

Speaker speaker_1: At all?

Speaker speaker_0: Correct.

Speaker speaker_1: So, if I'm getting some... 'Cause I gotta go to an oral surgeon, if I use this insurance, would it cover some of it or...?

Speaker speaker_0: I mean, it would cover some of it, yes. But if it requires surgery, then unfortunately, the dental plan doesn't cover surgical extraction and stuff like that.

Speaker speaker_1: Oh. Okay. So, so I will pay... Okay. Okay. Well, yeah, you can go ahead and send me the, the, the card for now.

Speaker speaker_0: Okay. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay. Hello, Dennis. You still there?

Speaker speaker_1: Yeah. I- I'm still here.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your dental ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsonthecard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker_1: Okay. Thank you so much for your help. So-

Speaker speaker_0: You're welcome. Is, is there anything else I could assist you with today?

Speaker speaker_1: Um, yes. Just kinda thinking, like, I know I gotta go to an oral surgeon. I thought it would cover some of it, but the rest of it...

Speaker speaker_0: Okay. Well, you have a wonderful day, all right?

Speaker speaker_1: All right. Cool.

Speaker speaker_0: All right. Bye-bye.