

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, um, my name is Jessica Kneiss, K-E-N-I-S-S. I'm in the process of reinstating my dental benefits with, um, you guys through American Public Life, and, um, I was wondering if you had any... if you could tell me, um, if there's a certain plan with their dental network. Um, it's called Carrington International. Uh, there's two different plans apparently that my local dentist takes. Um, some of them take one, and some of them take both of them that are with Carrington. Um, one's called a Dental Access plan. The other is 500 Series, is what it's called. Do you happen to know which plan I will have once my benefits are reinstated? Uh, let's see here. Now let me try pulling your file. Um, so what's w- uh, what's the staffing agency you work for a- again? It's Oxford Global Resources. And the last four of your Social? 0704. And for security purposes, could you verify your home address, including city, state and zip code, Jessica? Yeah. It's 905 Teakwood Avenue, Yukon, Oklahoma 73099. And date of birth, 11/2/79. And a good telephone number I have is 405-924-2870? Yes. And the email I have is jkneiss79 at Gmail? Yes. Okay, so let's see here. Um, let's see. Now honestly, um, the- the dental s- is through American Public Life, which is the insurance carrier. Um, now honestly I don't know if it's a... Here, hold on. Let me check the benefit guide. Um, this plan includes Carrington International Corporation PD&O; Dental Network. Um, so may- So that honestly may be a carrier question, to be honest with you, 'cause I'm not seeing any information regarding that. Um, now I do know it's a PPO plan. Um, let's see here. But yes, that's- that's probably an, uh, a carrier question. I can, uh, get somebody on at the carrier and transfer you over if need be. Yeah, that would be good 'cause I have a- a tooth problem that I'm waiting on the insurance to take effect with, but I want to see who I can actually make an appointment with. And some dentists are only on the 500 Series plan, it looks like, and there's only a few that are on both Dental Access and the 500 Series. Okay. Um, well, bear with me one second, okay? Okay. Okay.

### **Conversation Format**

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

Speaker speaker\_1: Yes, um, my name is Jessica Kneiss, K-E-N-I-S-S. I'm in the process of reinstating my dental benefits with, um, you guys through American Public Life, and, um, I was wondering if you had any... if you could tell me, um, if there's a certain plan with their dental network. Um, it's called Carrington International. Uh, there's two different plans

apparently that my local dentist takes. Um, some of them take one, and some of them take both of them that are with Carrington. Um, one's called a Dental Access plan. The other is 500 Series, is what it's called. Do you happen to know which plan I will have once my benefits are reinstated?

Speaker speaker\_0: Uh, let's see here. Now let me try pulling your file. Um, so what's w- uh, what's the staffing agency you work for a- again?

Speaker speaker\_1: It's Oxford Global Resources.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 0704.

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

Speaker speaker\_1: Yeah. It's 905 Teakwood Avenue, Yukon, Oklahoma 73099. And date of birth, 11/2/79.

Speaker speaker\_0: And a good telephone number I have is 405-924-2870?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is jkneiss79 at Gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see here. Um, let's see. Now honestly, um, the- the dental s- is through American Public Life, which is the insurance carrier. Um, now honestly I don't know if it's a... Here, hold on. Let me check the benefit guide. Um, this plan includes Carrington International Corporation PD&O; Dental Network. Um, so may- So that honestly may be a carrier question, to be honest with you, 'cause I'm not seeing any information regarding that. Um, now I do know it's a PPO plan. Um, let's see here. But yes, that's- that's probably an, uh, a carrier question. I can, uh, get somebody on at the carrier and transfer you over if need be.

Speaker speaker\_1: Yeah, that would be good 'cause I have a- a tooth problem that I'm waiting on the insurance to take effect with, but I want to see who I can actually make an appointment with. And some dentists are only on the 500 Series plan, it looks like, and there's only a few that are on both Dental Access and the 500 Series.

Speaker speaker\_0: Okay. Um, well, bear with me one second, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.