

Transcript: Malcolm

Nash-4693230297333760-6635670864445440

Full Transcript

Hey man, so my name is Chris, um, Campbell. I work with MAU and I was calling to figure out... I don't even know, I think I got a, I think I got put on the wrong thing. I had signed up for dental plan and I got like, I got, I think it says mental health or behavioral health and uh, something else on there and urgent care. Uh, 604. You said 8604? 0604. First name? Christopher. C-A-R-I-S-T-O-F-E-R. Last name? Campbell just like the soup without the S. For security purposes can you verify address and date of birth for me? 540 South Brierway 7/11/2002. Hmm, you said 7/11/2006? No, no, no. 7/11/2002. So again, your phone number 864-748-5311? Correct. And the email is chris864@cloud.com? Yes. Yeah. So it looks like you got enrolled in a dental, the preventive care and the behavioral health plan. Yeah, so I was trying to figure out how do I see my dental card? Like I can't see my dental, none of that. Your coverage just became active as of yesterday. It takes one to two weeks for your ID card to get made and get submitted this way. I recommend calling around Thursday or Friday. That's when you should be able to get on base. Okay. I just know I got the email and so I was like, well let me call them and ask because I didn't see the dental. I saw the other three but I didn't see dental and dental's like my biggest... And also on my dental portion, did I get the best one on this? Like does that one cover orthodontist visits and stuff? So they only offer you one dental plan. So with the dental plan, if there's preventative vision that cover it 100% which may include your basic cleaning- Mm-hmm. ... once or twice a year. Now once you're over that 80%, once you make more than that \$50 per person. Major services like crowns and orthodontia are not covered in the maximum that this plan will pay per person is \$500 a year. All right, well thank you. Fine, Mr. Campbell anything else I can help you with today? No sir. Well thanks for calling Veterans with Kindness. I hope you have a great rest of your week.

Conversation Format

Speaker speaker_0: Hey man, so my name is Chris, um, Campbell. I work with MAU and I was calling to figure out... I don't even know, I think I got a, I think I got put on the wrong thing. I had signed up for dental plan and I got like, I got, I think it says mental health or behavioral health and uh, something else on there and urgent care. Uh, 604.

Speaker speaker_1: You said 8604?

Speaker speaker_0: 0604.

Speaker speaker_1: First name?

Speaker speaker_0: Christopher. C-A-R-I-S-T-O-F-E-R.

Speaker speaker_1: Last name?

Speaker speaker_0: Campbell just like the soup without the S.

Speaker speaker_1: For security purposes can you verify address and date of birth for me?

Speaker speaker_0: 540 South Brierway 7/11/2002.

Speaker speaker_1: Hmm, you said 7/11/2006?

Speaker speaker_0: No, no, no. 7/11/2002.

Speaker speaker_1: So again, your phone number 864-748-5311?

Speaker speaker_0: Correct.

Speaker speaker_1: And the email is chris864@cloud.com?

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah. So it looks like you got enrolled in a dental, the preventive care and the behavioral health plan.

Speaker speaker_0: Yeah, so I was trying to figure out how do I see my dental card? Like I can't see my dental, none of that.

Speaker speaker_1: Your coverage just became active as of yesterday. It takes one to two weeks for your ID card to get made and get submitted this way. I recommend calling around Thursday or Friday. That's when you should be able to get on base.

Speaker speaker_0: Okay. I just know I got the email and so I was like, well let me call them and ask because I didn't see the dental. I saw the other three but I didn't see dental and dental's like my biggest... And also on my dental portion, did I get the best one on this? Like does that one cover orthodontist visits and stuff?

Speaker speaker_1: So they only offer you one dental plan. So with the dental plan, if there's preventative vision that cover it 100% which may include your basic cleaning-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... once or twice a year. Now once you're over that 80%, once you make more than that \$50 per person. Major services like crowns and orthodontia are not covered in the maximum that this plan will pay per person is \$500 a year. All right, well thank you. Fine, Mr. Campbell anything else I can help you with today?

Speaker speaker_0: No sir.

Speaker speaker_1: Well thanks for calling Veterans with Kindness. I hope you have a great rest of your week.