

## **Transcript: Malcolm**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Good morning. My name is Montez Miles, and I was trying to find me a dentist. No, this is for my vision. No, this is for dental right here. So you would go to [ampublic.com](http://ampublic.com). That website will tell you what dentist in the area take your insurance. That takes 90 Degree? No, you would... N- 90 Degree is your- Say it again. I said you would go to [ampublic.com](http://ampublic.com). That website will tell you what dentist in the area take your insurance. That, that takes the 90 Degree benefits? Sir, you said dental, sir, right? Sorry? You said dental. Yes, you- Yes, but I'm trying to use my insurance card. Sir, are you trying to use your medical card or your dental card? I'm trying to- Sir, you're saying dental. Go ahead. I'm trying to use my insurance through my job. I got 90 Degree Benefits, so I'm- So you're trying to- ... trying to find me a dentist. So do you have dental insurance? Did you get enrolled into the dental? So there's no- none of the plans are- I have dental and vision. All right, so the dental is covered by American Public Life. If you wanted to find a dentist in your area, you would go to [ampublic.com](http://ampublic.com). [Ampublic.com](http://ampublic.com)? Yes, sir. A as in apple, M as in Mike, [public.com](http://public.com). And will, will, will I find the, the, the, the, the visual, the eye doctor as well? No, sir. You go to [metlife.com](http://metlife.com) for the- Through AM Public? No, sir. You'll go to [metlife.com](http://metlife.com) 'cause MetLife is the one that covers the vision. All right, so AM Public c- covers my dental and MetLife c- covers my vision? Yes, sir. And it- Through 90 Degree Benefits, correct? So 90 Degree Benefits- And then what? You broke up. ... is just one... Is just one of the c- 90 Degree Benefits is just one of the carriers. American Public Life is another one of the carriers and MetLife is another carrier. So there's... Those three are three separate carriers. Through 90 Degree Benefits? That's for your preventative care services. Correct? That's for your 80C plan. All right, so I'm gonna, I'm gonna get on... All right, let me see. Let me, let me get with them then so I can see where I can get it. Sir, if you wanted to go... If you wanted to find a doctor- Hello? ... you want to go to MultiPlan. If you wanted to find a doctor, sir, you want to go to [multiplan.com](http://multiplan.com). So it's three different ones for... Hold up. Yes, sir. There's three different carriers. For dental, it'll be American Public Life. For vision, it'll be MetLife. And for your medical, it will be 90 Degree Benefits. All right, thank you. No problem, sir. Was there anything else I could help you with today? No, sir. Thanks for calling Benefits in the Car. I hope you have a great rest of your day. You too. Thank you. Thank-

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Good morning. My name is Montez Miles, and I was trying to find me a dentist. No, this is for my vision. No, this is for dental right here.

Speaker speaker\_0: So you would go to ampublic.com. That website will tell you what dentist in the area take your insurance.

Speaker speaker\_1: That takes 90 Degree?

Speaker speaker\_0: No, you would... N- 90 Degree is your-

Speaker speaker\_1: Say it again.

Speaker speaker\_0: I said you would go to ampublic.com. That website will tell you what dentist in the area take your insurance.

Speaker speaker\_1: That, that takes the 90 Degree benefits?

Speaker speaker\_0: Sir, you said dental, sir, right?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: You said dental. Yes, you-

Speaker speaker\_1: Yes, but I'm trying to use my insurance card.

Speaker speaker\_0: Sir, are you trying to use your medical card or your dental card?

Speaker speaker\_1: I'm trying to-

Speaker speaker\_0: Sir, you're saying dental. Go ahead.

Speaker speaker\_1: I'm trying to use my insurance through my job. I got 90 Degree Benefits, so I'm-

Speaker speaker\_0: So you're trying to-

Speaker speaker\_1: ... trying to find me a dentist.

Speaker speaker\_0: So do you have dental insurance? Did you get enrolled into the dental? So there's no- none of the plans are-

Speaker speaker\_1: I have dental and vision.

Speaker speaker\_0: All right, so the dental is covered by American Public Life. If you wanted to find a dentist in your area, you would go to ampublic.com.

Speaker speaker\_1: Ampublic.com?

Speaker speaker\_0: Yes, sir. A as in apple, M as in Mike, public.com.

Speaker speaker\_1: And will, will, will I find the, the, the, the, the visual, the eye doctor as well?

Speaker speaker\_0: No, sir. You go to metlife.com for the-

Speaker speaker\_1: Through AM Public?

Speaker speaker\_0: No, sir. You'll go to metlife.com 'cause MetLife is the one that covers the vision.

Speaker speaker\_1: All right, so AM Public c- covers my dental and MetLife c- covers my vision?

Speaker speaker\_0: Yes, sir. And it-

Speaker speaker\_1: Through 90 Degree Benefits, correct?

Speaker speaker\_0: So 90 Degree Benefits-

Speaker speaker\_1: And then what? You broke up.

Speaker speaker\_0: ... is just one... Is just one of the c- 90 Degree Benefits is just one of the carriers. American Public Life is another one of the carriers and MetLife is another carrier. So there's... Those three are three separate carriers.

Speaker speaker\_1: Through 90 Degree Benefits?

Speaker speaker\_0: That's for your preventative care services.

Speaker speaker\_1: Correct?

Speaker speaker\_0: That's for your 80C plan.

Speaker speaker\_1: All right, so I'm gonna, I'm gonna get on... All right, let me see. Let me, let me get with them then so I can see where I can get it.

Speaker speaker\_0: Sir, if you wanted to go... If you wanted to find a doctor-

Speaker speaker\_1: Hello?

Speaker speaker\_0: ... you want to go to MultiPlan. If you wanted to find a doctor, sir, you want to go to multiplan.com.

Speaker speaker\_1: So it's three different ones for... Hold up.

Speaker speaker\_0: Yes, sir. There's three different carriers. For dental, it'll be American Public Life. For vision, it'll be MetLife. And for your medical, it will be 90 Degree Benefits.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: No problem, sir. Was there anything else I could help you with today?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: Thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Thank-