

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. Um, my name is Crystal. I just got off the phone with someone but I'm calling back. Um, what is the dental benefit plan that y'all have? Are you asking who the carrier is? Right, and what the, uh, weekly, uh, fee would be. Or what the options are. Like is it just one- So there's only- ... dental? Yes... Yes, ma'am. There's only one dental plan and it's covered by American Public Life. Okay. Okay. And then what would be the weekly, uh, cost be, uh, per paycheck? Well, it depends on what staffing company you work for. Staffing company- Lingo Staffing. I'm sorry. Lingo Staffing. Your dental will be \$5.40. Okay. And what all does that cover? So this... It's preventative visits are covered at 100% which may include your basic cleanings, che... and check-ups once per six months. Mm-hmm. Basic dental work such as fillings, extractions, and x-rays, except for surgical extractions will be covered 80% once we met your annual deductible of \$50 per person. Any major services like crowns and orthodonty are not covered and the maximum that the plan will pay per person is \$500 a year. Okay. Okay. All right. Um, is there any way we can add that on? Yeah. What's the last four of your social? 0372. For security purposes can you verify your address and date of birth for me? Yeah. It's 16... 16329 Edgewood Drive, Pflugville, Texas 78660 and date of birth is February 13th, 1971. Thank you. All right. I got that added, Ms. Johnson. Was there anything else that you wanted to add? That's all. And that's a PPO plan, right? No, ma'am. None of these plans are PPO plans. They're all limited benefits plans. So do that mean I can't use any dentist or...? Yeah. You have to go to am... ampublic.com. That website will tell you what dentists in the area take your insurance. Now what is it again? AmPublic. A as in apple, M as in Mike, public.com. AmPublic.com. All right. Thank you so much. No problem, Ms. Johnson. Was there anything else I could help you with today? That would be all. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. You do the same. Thank you so much. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. Um, my name is Crystal. I just got off the phone with someone but I'm calling back. Um, what is the dental benefit plan that y'all have?

Speaker speaker_0: Are you asking who the carrier is?

Speaker speaker_1: Right, and what the, uh, weekly, uh, fee would be. Or what the options are. Like is it just one-

Speaker speaker_0: So there's only-

Speaker speaker_1: ... dental?

Speaker speaker_0: Yes... Yes, ma'am. There's only one dental plan and it's covered by American Public Life.

Speaker speaker_1: Okay. Okay. And then what would be the weekly, uh, cost be, uh, per paycheck?

Speaker speaker_0: Well, it depends on what staffing company you work for. Staffing company-

Speaker speaker_1: Lingo Staffing. I'm sorry. Lingo Staffing.

Speaker speaker_0: Your dental will be \$5.40.

Speaker speaker_1: Okay. And what all does that cover?

Speaker speaker_0: So this... It's preventative visits are covered at 100% which may include your basic cleanings, che... and check-ups once per six months.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Basic dental work such as fillings, extractions, and x-rays, except for surgical extractions will be covered 80% once we met your annual deductible of \$50 per person. Any major services like crowns and orthodonty are not covered and the maximum that the plan will pay per person is \$500 a year.

Speaker speaker_1: Okay. Okay. All right. Um, is there any way we can add that on?

Speaker speaker_0: Yeah. What's the last four of your social?

Speaker speaker_1: 0372.

Speaker speaker_0: For security purposes can you verify your address and date of birth for me?

Speaker speaker_1: Yeah. It's 16... 16329 Edgewood Drive, Pflugville, Texas 78660 and date of birth is February 13th, 1971.

Speaker speaker_0: Thank you. All right. I got that added, Ms. Johnson. Was there anything else that you wanted to add?

Speaker speaker_1: That's all. And that's a PPO plan, right?

Speaker speaker_0: No, ma'am. None of these plans are PPO plans. They're all limited benefits plans.

Speaker speaker_1: So do that mean I can't use any dentist or...?

Speaker speaker_0: Yeah. You have to go to am... ampublic.com. That website will tell you what dentists in the area take your insurance.

Speaker speaker_1: Now what is it again?

Speaker speaker_0: AmPublic. A as in apple, M as in Mike, public.com.

Speaker speaker_1: AmPublic.com. All right. Thank you so much.

Speaker speaker_0: No problem, Ms. Johnson. Was there anything else I could help you with today?

Speaker speaker_1: That would be all.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: All right. You do the same. Thank you so much.

Speaker speaker_0: Thank you. Bye.