

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits Nevada, this is Pamela speaking. How may I help you? Hi. I was trying to figure out, uh, my benefits, my current benefits right now, and am I enrolled yet? Because I think I signed in online, just trying to find out- And who do you work for, sir? Cornerstone. Can you repeat, uh, Cornerstone you said, right? Yes. Okay. And the last three digits of your social? 9893. 9893? Yeah. And first and last name? Calvin Whitfield. Mr. Whitfield, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Yeah. 350 East Samaje Way, North Las Vegas 89031. And the birth is 11/19/1987. Thank you for the information. We have a telephone number on file 702-918-7839. Um, yes, you are enrolled in dental and medical, uh, but your benefits are not active yet. Waiting for... All right. We're waiting on the first premium from your employer then, um, the following Monday your benefits will be active. ID cards take seven to 10 days to arrive after the benefits are active. Oh, okay. Cool. So h- how... We're now waiting on them to pay it and then I can get it? We need to receive the payment from your employer first. Oh, okay. Okay, okay, okay. And, and w- what all does this service come with? The, the dental one? The dental? Um... What does it cover? Okay. So your basic dental work will be covered 100%. Um, x- x-rays, ear checkups and then your basic dental- What about like crowns and stuff like that, dental work? No, they do not cover any major services sir. These are very, uh, basic, uh, plans. Oh, it's a basic one? Yes, sir. Uh- And they do not have any of this here. So all they do is extractions then, huh? The extraction, it will be covered 80% after you meet the \$50 deductible. Do they cover cleanings? Basic cleaning, it will be covered 100%. Basically... Oh, okay. So cleaning is covered then. That's, that's fine with me. Okay. Okay. Okay. Well, we'll check into it then. I'll check into it then. No problem. Anything else I can do for you, sir? No. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. All right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Nevada, this is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. I was trying to figure out, uh, my benefits, my current benefits right now, and am I enrolled yet? Because I think I signed in online, just trying to find out-

Speaker speaker\_0: And who do you work for, sir?

Speaker speaker\_1: Cornerstone.

Speaker speaker\_0: Can you repeat, uh, Cornerstone you said, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And the last three digits of your social?

Speaker speaker\_1: 9893.

Speaker speaker\_0: 9893?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And first and last name?

Speaker speaker\_1: Calvin Whitfield.

Speaker speaker\_0: Mr. Whitfield, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker\_1: Yeah. 350 East Samaje Way, North Las Vegas 89031. And the birth is 11/19/1987.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file 702-918-7839. Um, yes, you are enrolled in dental and medical, uh, but your benefits are not active yet. Waiting for...

Speaker speaker\_1: All right.

Speaker speaker\_0: We're waiting on the first premium from your employer then, um, the following Monday your benefits will be active. ID cards take seven to 10 days to arrive after the benefits are active.

Speaker speaker\_1: Oh, okay. Cool. So h- how... We're now waiting on them to pay it and then I can get it?

Speaker speaker\_0: We need to receive the payment from your employer first.

Speaker speaker\_1: Oh, okay. Okay, okay, okay. And, and w- what all does this service come with? The, the dental one?

Speaker speaker\_0: The dental? Um...

Speaker speaker\_1: What does it cover?

Speaker speaker\_0: Okay. So your basic dental work will be covered 100%. Um, x- x-rays, ear checkups and then your basic dental-

Speaker speaker\_1: What about like crowns and stuff like that, dental work?

Speaker speaker\_0: No, they do not cover any major services sir. These are very, uh, basic, uh, plans.

Speaker speaker\_1: Oh, it's a basic one?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Uh-

Speaker speaker\_0: And they do not have any of this here.

Speaker speaker\_1: So all they do is extractions then, huh?

Speaker speaker\_0: The extraction, it will be covered 80% after you meet the \$50 deductible.

Speaker speaker\_1: Do they cover cleanings?

Speaker speaker\_0: Basic cleaning, it will be covered 100%.

Speaker speaker\_1: Basically... Oh, okay. So cleaning is covered then. That's, that's fine with me. Okay. Okay. Okay. Well, we'll check into it then. I'll check into it then.

Speaker speaker\_0: No problem. Anything else I can do for you, sir?

Speaker speaker\_1: No. Thank you.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: All right.