

Transcript: Pearl

Rojas-4604852464041984-6524119098900480

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Whodeville, who you're speaking with. Um, Ex- excuse me, um, Xavier Jennings. And how can I assist you? Um, I work, so I work for MAU, of course, and I'm trying to see what does the dental insurance cover? Okay, so den- with your dental, your preventative visits are covered at 100%, which is your basic cleaning and checkup once per six months. Things like fillings, non-surgical extractions and X-rays are covered at 80%, after you cover the \$50 deductible, and things like crowns and braces are not covered. Okay. Okay, so you saying the, uh, cleaning and stuff is free? Yes. Okay. Um, and so I was trying to go in on some Invisalign, but that covers braces as well, so y'all won't be able to cover that? Correct. Braces and crowns are not covered. Okay. Um, and you said even, uh, like teeth fillings and stuff? 'Cause I know I got a, I have a wisdom tooth that's kind of hurting, and y'all don't cover that, right? W- they cover fillings, non-surgical extractions and X-rays at 80%. Okay. All right. Um, is there any way I can get like a card or how, like how, so how would I go about that? Okay, what's the last four digits of your social? Um, 8677. And your address and date of birth? Uh, my address is 171 Rose, Rose, uh, excuse me, Rose Avenue, Walterboro, South Carolina 29488. And my date of birth is November 24, 1997. Okay, and now your phone number is 635-0453? Yes, ma'am. And now your email address is xavierjennings65@gmail.com? 90, I'm sorry. Yes- 90@gmail.com. Yes, ma'am. All righty. And you said you just need a copy of your dental card? Yes, ma'am. All right, you can get one sent to your email. It's gonna come from a- it's gonna come from infoappbenefitsandacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder, and it'll be just a few moments 'cause I do have to download and send that to you, okay? Okay. And also, um, does it cover teeth whitening or no? No, sir. Okay. Okay. Yeah, that's fine. I'll, yeah, like I was just making sure. I ain't used to all the... Okay. Do you have any other questions? No, ma'am. Thank you so much for calling. You have a great day. All right.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Whodeville, who you're speaking with.

Speaker speaker_1: Um, Ex- excuse me, um, Xavier Jennings.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I work, so I work for MAU, of course, and I'm trying to see what does the dental insurance cover?

Speaker speaker_0: Okay, so den- with your dental, your preventative visits are covered at 100%, which is your basic cleaning and checkup once per six months. Things like fillings, non-surgical extractions and X-rays are covered at 80%, after you cover the \$50 deductible, and things like crowns and braces are not covered.

Speaker speaker_1: Okay. Okay, so you saying the, uh, cleaning and stuff is free?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Um, and so I was trying to go in on some Invisalign, but that covers braces as well, so y'all won't be able to cover that?

Speaker speaker_0: Correct. Braces and crowns are not covered.

Speaker speaker_1: Okay. Um, and you said even, uh, like teeth fillings and stuff? 'Cause I know I got a, I have a wisdom tooth that's kind of hurting, and y'all don't cover that, right?

Speaker speaker_0: W- they cover fillings, non-surgical extractions and X-rays at 80%.

Speaker speaker_1: Okay. All right. Um, is there any way I can get like a card or how, like how, so how would I go about that?

Speaker speaker_0: Okay, what's the last four digits of your social?

Speaker speaker_1: Um, 8677.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Uh, my address is 171 Rose, Rose, uh, excuse me, Rose Avenue, Walterboro, South Carolina 29488. And my date of birth is November 24, 1997.

Speaker speaker_0: Okay, and now your phone number is 635-0453?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And now your email address is xavierjennings65@gmail.com? 90, I'm sorry.

Speaker speaker_1: Yes-

Speaker speaker_0: 90@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. And you said you just need a copy of your dental card?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, you can get one sent to your email. It's gonna come from a- it's gonna come from infoappbenefitsandacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder, and it'll be just a few moments 'cause I do have to

download and send that to you, okay?

Speaker speaker_1: Okay. And also, um, does it cover teeth whitening or no?

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay. Okay. Yeah, that's fine. I'll, yeah, like I was just making sure. I ain't used to all the... Okay.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: All right.