

Transcript: Pearl

Rojas-4982526861426688-4563579053850624

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling ... the card. My name is Pearl Hooda. This is who you're speaking with. Hey, how you doing? Uh, this is Lee, Lee Washington. And how can I assist you? Hey, uh, I was trying to sign up for my benefits before it's, uh, too late or whatever, uh, for MAU. Okay. What are the last four digits of your social? It's, uh, 8696. And your address and date of birth. It's, uh, October the 28th of 1992. And your address? It's, uh, it's, uh, 915, uh, Eisenhower Drive, Augusta Geo- Georgia. Okay, and your phone number is 706-524-2883? Uh, yes, ma'am, 704-524-2883. Yes, ma'am. Yep. And I have your email address as kayo145@yahoo.com? Uh, k- ka-... Uh, say it a little slower. I'm sorry. 704-524-2883. k-a-y-o-145@yahoo.com? Yes, ma'am. Okay, so I have here that you're enrolled in dental and vision for yourself. We did receive an enrollment form where you were missing your dependent information. They... we gave you a call and left a voicemail. Or, well, your voicemail was full, so we couldn't leave you a voicemail. Um, and we also sent you an email to add your dependent back on. Um, but we do have you in for dental and vision. Okay. And when you say dependent, like what, what do you mean? Like a dependent for the insurance? Yes, it looks like you signed up for coverage for, uh, employee plus... For dental, you signed up for employee plus children, but we didn't receive the child information. Oh, okay. Yeah, yeah. Uh, yeah, I did- I did want to, uh, add, uh, that on there. Okay, so you wanna add your children onto just the dental or the dental and the vision? Uh, none. Neither? Neither. Okay, so you just want the dental... Did you... Oh, so you wanted to add on to your dental and vision. What plan did you wanna add? Hold on. Hold, hold on one second. Yeah. Yeah, okay, um, what you was saying? Did you wanna add anything on to your dental and vision? Okay, li- like what? Medical, life insurance, short-term disability, critical illness, group accident. Uh, uh, no, ma'am. Um, but also, c- can I, can I see... Uh, is there different options for different dental plans or just one plan? It's just one plan. Okay. What, what is that plan, if you don't mind me asking? Like, what does that dental plan, like, cover and, like, the pre-... you know, percentage of what it covers? It covers your preventive visits at 100%, which is your basic cleaning and checkup once per six months. X-rays, non-surgical extractions and fillings are covered at 80% once you pay the \$50 deductible. And things like crowns and braces are not covered. Hello? You sound really far away now. I think... Can you say that one more time? Your preventative visits are covered at 100%, which is your basic cleaning and checkup once per six months. Okay. Fillings, non-surgical extractions and x-rays are covered at 80% once you pay the \$50 deductible. And things like crowns and braces are not covered. Okay. Okay. Well, well let, let's say if somebody had, like, had a stripped tooth or something put in, they can... What, what does that cover? Does that cover anything or...? No, sir. Okay, it doesn't. But, but it's cov-... It only covers fillings? Fillings, non-surg- and non-surgical extractions.

Okay. Okay, what, what's your definition of fillings? Just, like, what, what is, what's your definition of fillings so I kinda know what I'm signing up for? A filling? Like- Yes, ma'am. ... the filling? Yeah. You heard me? Uh, I don't know until what extent those fillings are. That, I mean, I'm not... It's just, I mean, a normal filling. What, what, what's a normal filling? I'm asking. Uh, do you... Do you know? I can check with the insurance carrier so they can explain that more. Okay, okay. Is there anything else you need, sir? Are you gonna transfer me before I click that so you can explain it to me? Yes. Yes, sir. Okay, yes, ma'am. Uh, I, I'ma say no, no, not at the moment. No, ma'am. Um, yeah, kind of transfer me and, like, based on where I can get, with that or whatever. And I'ma either, like, do the insurance or I'm, I'm not... based on what, what fillings cover, you know? Okay, so you're currently enrolled. Do you want me to leave it as is and then you give us a call back if you're wanting to cancel? Or did you want me to cancel it or...? No, no, no. No, no. I, I want you, I want you to transfer me so I can get some information. And then that... based on the information, I'ma cancel. All right. If you need something, just call again. We can... If, if, if it is, if it is what I need, I'ma keep... Say it again? Okay. All right, thank you. Hello? Hello? Hello. Hey, you finna transfer me? Yes. Okay. Oh, thank you. Thank you. Yes, ma'am. I'm sorry. You kinda talk fast. I, um... I got you. All right. Yes, ma'am. Thank you so much for calling. Have a great day. Oh, yes. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling ... the card. My name is Pearl Hooda. This is who you're speaking with.

Speaker speaker_2: Hey, how you doing? Uh, this is Lee, Lee Washington.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Hey, uh, I was trying to sign up for my benefits before it's, uh, too late or whatever, uh, for MAU.

Speaker speaker_1: Okay. What are the last four digits of your social?

Speaker speaker_2: It's, uh, 8696.

Speaker speaker_1: And your address and date of birth.

Speaker speaker_2: It's, uh, October the 28th of 1992.

Speaker speaker_1: And your address?

Speaker speaker_2: It's, uh, it's, uh, 915, uh, Eisenhower Drive, Augusta Geo- Georgia.

Speaker speaker_1: Okay, and your phone number is 706-524-2883?

Speaker speaker_2: Uh, yes, ma'am, 704-524-2883. Yes, ma'am. Yep.

Speaker speaker_1: And I have your email address as kayo145@yahoo.com?

Speaker speaker_2: Uh, k- ka-... Uh, say it a little slower. I'm sorry. 704-524-2883.

Speaker speaker_1: k-a-y-o-145@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, so I have here that you're enrolled in dental and vision for yourself. We did receive an enrollment form where you were missing your dependent information. They... we gave you a call and left a voicemail. Or, well, your voicemail was full, so we couldn't leave you a voicemail. Um, and we also sent you an email to add your dependent back on. Um, but we do have you in for dental and vision.

Speaker speaker_2: Okay. And when you say dependent, like what, what do you mean? Like a dependent for the insurance?

Speaker speaker_1: Yes, it looks like you signed up for coverage for, uh, employee plus... For dental, you signed up for employee plus children, but we didn't receive the child information.

Speaker speaker_2: Oh, okay. Yeah, yeah. Uh, yeah, I did- I did want to, uh, add, uh, that on there.

Speaker speaker_1: Okay, so you wanna add your children onto just the dental or the dental and the vision?

Speaker speaker_2: Uh, none.

Speaker speaker_1: Neither?

Speaker speaker_2: Neither.

Speaker speaker_1: Okay, so you just want the dental... Did you... Oh, so you wanted to add on to your dental and vision. What plan did you wanna add?

Speaker speaker_2: Hold on. Hold, hold on one second. Yeah. Yeah, okay, um, what you was saying?

Speaker speaker_1: Did you wanna add anything on to your dental and vision?

Speaker speaker_2: Okay, li- like what?

Speaker speaker_1: Medical, life insurance, short-term disability, critical illness, group accident.

Speaker speaker_2: Uh, uh, no, ma'am. Um, but also, c- can I, can I see... Uh, is there different options for different dental plans or just one plan?

Speaker speaker_1: It's just one plan.

Speaker speaker_2: Okay. What, what is that plan, if you don't mind me asking? Like, what does that dental plan, like, cover and, like, the pre-... you know, percentage of what it covers?

Speaker speaker_1: It covers your preventive visits at 100%, which is your basic cleaning and checkup once per six months. X-rays, non-surgical extractions and fillings are covered at 80%

once you pay the \$50 deductible. And things like crowns and braces are not covered. Hello? You sound really far away now.

Speaker speaker_2: I think... Can you say that one more time?

Speaker speaker_1: Your preventative visits are covered at 100%, which is your basic cleaning and checkup once per six months.

Speaker speaker_2: Okay.

Speaker speaker_1: Fillings, non-surgical extractions and x-rays are covered at 80% once you pay the \$50 deductible. And things like crowns and braces are not covered.

Speaker speaker_2: Okay. Okay. Well, well let, let's say if somebody had, like, had a stripped tooth or something put in, they can... What, what does that cover? Does that cover anything or...?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay, it doesn't. But, but it's cov-... It only covers fillings?

Speaker speaker_1: Fillings, non-surg- and non-surgical extractions.

Speaker speaker_2: Okay. Okay, what, what's your definition of fillings? Just, like, what, what is, what's your definition of fillings so I kinda know what I'm signing up for?

Speaker speaker_1: A filling? Like-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... the filling?

Speaker speaker_2: Yeah. You heard me?

Speaker speaker_1: Uh, I don't know until what extent those fillings are. That, I mean, I'm not... It's just, I mean, a normal filling.

Speaker speaker_2: What, what, what's a normal filling? I'm asking. Uh, do you... Do you know?

Speaker speaker_1: I can check with the insurance carrier so they can explain that more.

Speaker speaker_2: Okay, okay.

Speaker speaker_1: Is there anything else you need, sir?

Speaker speaker_2: Are you gonna transfer me before I click that so you can explain it to me?

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_2: Okay, yes, ma'am. Uh, I, I'ma say no, no, not at the moment. No, ma'am. Um, yeah, kind of transfer me and, like, based on where I can get, with that or whatever. And I'ma either, like, do the insurance or I'm, I'm not... based on what, what fillings cover, you know?

Speaker speaker_1: Okay, so you're currently enrolled. Do you want me to leave it as is and then you give us a call back if you're wanting to cancel? Or did you want me to cancel it or...?

Speaker speaker_2: No, no, no. No, no. I, I want you, I want you to transfer me so I can get some information. And then that... based on the information, I'ma cancel.

Speaker speaker_1: All right. If you need something, just call again. We can...

Speaker speaker_2: If, if, if it is, if it is what I need, I'ma keep... Say it again?

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_2: Hello?

Speaker speaker_1: Hello?

Speaker speaker_2: Hello. Hey, you finna transfer me?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Oh, thank you. Thank you. Yes, ma'am. I'm sorry. You kinda talk fast. I, um... I got you.

Speaker speaker_1: All right.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you so much for calling. Have a great day.

Speaker speaker_2: Oh, yes. You too.