

## **Transcript: Pearl**

**Rojas-5649851779563520-5782999590944768**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits In The Card. My name is Pearl. Who do I have the pleasure of speaking with? This is Andrea. How are you doing today? I'm great. And yourself? Good. I just, I just, uh, want to ask a question for... with your dental. Uh, what's included in your dental benefits? So with dental, the preventive visits are covered at 100%, which is your basic cleanings, check-ups, and check-up for, um, once per six months. Things like fillings, non-surgical extractions, and x-rays are covered at 80% once you pay the \$50 deductible for yourself, or a \$150 per family, and then things like crowns and braces are not covered. You say crowns and braces are not covered? They're not covered. What about cosmetic surgery? That's not a covered service either. It's not? Mm-mm. Ooh, okay. Okay, thank you. No problem. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits In The Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: This is Andrea. How are you doing today?

Speaker speaker\_0: I'm great. And yourself?

Speaker speaker\_1: Good. I just, I just, uh, want to ask a question for... with your dental. Uh, what's included in your dental benefits?

Speaker speaker\_0: So with dental, the preventive visits are covered at 100%, which is your basic cleanings, check-ups, and check-up for, um, once per six months. Things like fillings, non-surgical extractions, and x-rays are covered at 80% once you pay the \$50 deductible for yourself, or a \$150 per family, and then things like crowns and braces are not covered.

Speaker speaker\_1: You say crowns and braces are not covered?

Speaker speaker\_0: They're not covered.

Speaker speaker\_1: What about cosmetic surgery?

Speaker speaker\_0: That's not a covered service either.

Speaker speaker\_1: It's not?

Speaker speaker\_0: Mm-mm.

Speaker speaker\_1: Ooh, okay. Okay, thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.