

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood, I'm supposed to be speaking with you. Um, Chris. And how can I assist you? Um, I was trying to see if I was signed up for the benefits for MAU, uh, through MAU? I do, what's the last four digits of your social? 3735. And what's your last name? Ho-Sang. H-O-Hyphen S-A-N-G. I need to verify your address and date of birth for me. Uh, let me look at this address. 752 Griffin Ave, Palm Bay, Florida 32908. I have a different address on file, did you recently move? No, uh, just, uh, 1300 Rutherford Road. And the city and state? Greenville, South Carolina. And your date of birth? August 6th, 1990. 90, and your phone number is 864-712-2367? Yes, that's correct. 19... What is this christopher.hosang@yahoo.com? Mm-hmm. It is. All right, taking a look here. Yes, sir, your coverage is active this week. Um, so yeah, I j- I just want to know how does this work out, 'cause I w- I need to get, uh, some dental done. Okay, so you never received your dental card? Uh, I don't even know. I don't think so. Okay, I can send an email copy to your- Yeah, it should come- Go ahead. Yeah, yeah, it should come to that 1300 Rutherford Road address. I should have got it, but I, I don't think... Okay. That is the- Yeah, I don't know if I have it. That is the address we have on file. But no worries, I can send you a virtual copy to your email if you'd like? Yeah, yeah, that's fine. Please. Right. And then on your card, it's gonna say, um, there's gonna be a number that says Find a Provider, and you can call that number and see what providers in your area accept the insurance. Um, it's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder, okay? Okay, so when, when I i- and this is all on the virtual card that you're gonna send to my email? Yes. Um, and, oh, I thought I would call this number. They said... Okay. So, I have to get that and then call them, and that'll show the, what, what places take the insurance in my area? Correct. Okay. And how, how long will it take to get to my email? Um, it might just take a couple of moments. I do have to download and send it to you, but it, it will be shortly. Okay. Um, and, and can you explain a little bit of it to me? Like, how does it work? If they're able to take it, do I pay like a co-pay or something? So, your preventative visits are covered 100%, which is your basic cleaning and checkup, once per six months. Things like non-surgical extractions, X-rays and fillings are covered at 80% once you pay the \$50 deductible. Mm-hmm. Okay. All right. Um, what about like a root canal or something like that? Um, root canal service. Sorry, say again, I didn't hear you. Root canals, I believe to be a surgical procedure, so you, it wouldn't be covered. It would not be covered? Oh, man. Dang. Okay. Well, yeah, I guess we could see what we got. Okay. And what's the, uh, you send it to the christopher.hosang@Yahoo? Yes, sir. Okay. Thank you. And that's all you need to know. All righty, thank you so much for calling in. Have a great day. You too. Thanks a lot. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood, I'm supposed to be speaking with you.

Speaker speaker_1: Um, Chris.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I was trying to see if I was signed up for the benefits for MAU, uh, through MAU?

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

Speaker speaker_1: 3735.

Speaker speaker_0: And what's your last name?

Speaker speaker_1: Ho-Sang. H-O-Hyphen S-A-N-G.

Speaker speaker_0: I need to verify your address and date of birth for me.

Speaker speaker_1: Uh, let me look at this address. 752 Griffin Ave, Palm Bay, Florida 32908.

Speaker speaker_0: I have a different address on file, did you recently move?

Speaker speaker_1: No, uh, just, uh, 1300 Rutherford Road.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Greenville, South Carolina.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 6th, 1990.

Speaker speaker_0: 90, and your phone number is 864-712-2367?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: 19... What is this christopher.hosang@yahoo.com?

Speaker speaker_1: Mm-hmm. It is.

Speaker speaker_0: All right, taking a look here. Yes, sir, your coverage is active this week.

Speaker speaker_1: Um, so yeah, I j- I just want to know how does this work out, 'cause I w- I need to get, uh, some dent- dental done.

Speaker speaker_0: Okay, so you never received your dental card?

Speaker speaker_1: Uh, I don't even know. I don't think so.

Speaker speaker_0: Okay, I can send an email copy to your-

Speaker speaker_1: Yeah, it should come-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Yeah, yeah, it should come to that 1300 Rutherford Road address. I should have got it, but I, I don't think...

Speaker speaker_0: Okay. That is the-

Speaker speaker_1: Yeah, I don't know if I have it.

Speaker speaker_0: That is the address we have on file. But no worries, I can send you a virtual copy to your email if you'd like?

Speaker speaker_1: Yeah, yeah, that's fine. Please.

Speaker speaker_0: Right. And then on your card, it's gonna say, um, there's gonna be a number that says Find a Provider, and you can call that number and see what providers in your area accept the insurance. Um, it's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder, okay?

Speaker speaker_1: Okay, so when, when I i- and this is all on the virtual card that you're gonna send to my email?

Speaker speaker_0: Yes.

Speaker speaker_1: Um, and, oh, I thought I would call this number. They said... Okay. So, I have to get that and then call them, and that'll show the, what, what places take the insurance in my area?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. And how, how long will it take to get to my email?

Speaker speaker_0: Um, it might just take a couple of moments. I do have to download and send it to you, but it, it will be shortly.

Speaker speaker_1: Okay. Um, and, and can you explain a little bit of it to me? Like, how does it work? If they're able to take it, do I pay like a co-pay or something?

Speaker speaker_0: So, your preventative visits are covered 100%, which is your basic cleaning and checkup, once per six months. Things like non-surgical extractions, X-rays and fillings are covered at 80% once you pay the \$50 deductible.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Um, what about like a root canal or something like that?

Speaker speaker_0: Um, root canal service.

Speaker speaker_1: Sorry, say again, I didn't hear you.

Speaker speaker_0: Root canals, I believe to be a surgical procedure, so you, it wouldn't be covered.

Speaker speaker_1: It would not be covered? Oh, man. Dang. Okay. Well, yeah, I guess we could see what we got. Okay. And what's the, uh, you send it to the christopher.hosang@Yahoo?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: And that's all you need to know. All righty, thank you so much for calling in. Have a great day.

Speaker speaker_1: You too. Thanks a lot.

Speaker speaker_0: Bye-bye.