

## Transcript: Pearl

**Rojas-5811750596558848-5187227991982080**

### Full Transcript

Good morning. Thank you for calling Better Plus Dental Card. My name is Pearl, who can I place your order? Um, hi. D'Angelo McKinney. How can I assist you? Um, I'm calling to find out the insurance, uh, billing information, so that I can make a dentist appointment. Okay. Just bear with me one moment. And did you just need a copy, like a copy of your card or you just literally need the billing information? Um, well, the card number information, and then get the card sent over. I never received a card. Okay. What's the name of the staff agency you work for? Serge. And the last four digits of your Social? You said the last four of the Social? Yes. It's 4477. Okay. All right. And if you can confirm your address and date of birth. Um, oh, I'm at 121302 and then 638 Backman Street, Mansfield, Ohio 44903. Okay, do I have your phone number as 565-8770? Um, it's 419-914-0388. Okay, and I have your email ??? at yot, x and @gmail.com? Yes. I look here, so you don't have coverage. Um, is it opted out? Say that again, I'm sorry. Um, no it's not. You don't, you're not enrolled in any coverage and you don't have anything pending. Um, I don't have that you declined coverage either. You did have coverage, coverage previously in 2021. But other than that, I don't have anything, any enrollment for you. Okay, and how much is it to en- uh, enroll that on my check? For just dental coverage, it's \$4.17 a week. And how soon would it kick in? It takes one to two weeks. But because you have a couple different high dates on your, um, account before I can actually enroll you, I would have to have my main office perform what's called an eligibility review. And this is just confirming that you are eligible to enroll. Once they do, um, confirm your enrollment and then from there it will take, uh, one to two weeks to process. Okay. Um, do we want to do insurance for the job? You want me to hold on ??? Um, no, it's fine. Just opt me out. Okay. All right, I went ahead and got you opted out. Is there anything I can assist you with today? Um, no, that's all. Thank you. Thank you so much for calling. Have a great day. You too.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Better Plus Dental Card. My name is Pearl, who can I place your order?

Speaker speaker\_1: Um, hi. D'Angelo McKinney.

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Um, I'm calling to find out the insurance, uh, billing information, so that I can make a dentist appointment.

Speaker speaker\_0: Okay. Just bear with me one moment. And did you just need a copy, like a copy of your card or you just literally need the billing information?

Speaker speaker\_1: Um, well, the card number information, and then get the card sent over. I never received a card.

Speaker speaker\_0: Okay. What's the name of the staff agency you work for?

Speaker speaker\_1: Serge.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: You said the last four of the Social?

Speaker speaker\_2: Yes.

Speaker speaker\_1: It's 4477.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. And if you can confirm your address and date of birth.

Speaker speaker\_1: Um, oh, I'm at 121302 and then 638 Backman Street, Mansfield, Ohio 44903.

Speaker speaker\_0: Okay, do I have your phone number as 565-8770?

Speaker speaker\_1: Um, it's 419-914-0388.

Speaker speaker\_0: Okay, and I have your email ??? at yot, x and @gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I look here, so you don't have coverage.

Speaker speaker\_1: Um, is it opted out? Say that again, I'm sorry.

Speaker speaker\_0: Um, no it's not. You don't, you're not enrolled in any coverage and you don't have anything pending. Um, I don't have that you declined coverage either. You did have coverage, coverage previously in 2021. But other than that, I don't have anything, any enrollment for you.

Speaker speaker\_1: Okay, and how much is it to en- uh, enroll that on my check?

Speaker speaker\_0: For just dental coverage, it's \$4.17 a week.

Speaker speaker\_1: And how soon would it kick in?

Speaker speaker\_0: It takes one to two weeks. But because you have a couple different high dates on your, um, account before I can actually enroll you, I would have to have my main office perform what's called an eligibility review. And this is just confirming that you are eligible to enroll. Once they do, um, confirm your enrollment and then from there it will take, uh, one to two weeks to process.

Speaker speaker\_1: Okay. Um, do we want to do insurance for the job?

Speaker speaker\_2: You want me to hold on ???

Speaker speaker\_1: Um, no, it's fine. Just opt me out.

Speaker speaker\_0: Okay. All righto, I went ahead and got you opted out. Is there anything I can assist you with today?

Speaker speaker\_1: Um, no, that's all. Thank you.

Speaker speaker\_0: Thank you so much for calling. Have a great day.

Speaker speaker\_1: You too.