

Transcript: Pearl

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Full Transcript

Hmm. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who am I speaking with? This is Eddie Simmons How are you doing today? I'm great. And yourself? I'm all right. Yeah, I was just calling I'm trying to see what, who dental, what dental plan I got or who is my dental provider? Okay. So there's only one dental plan. So that provider would be American Public Life. Okay. Because I didn't... I, I got the medical card and the vision card, but I didn't see dental on there. Hmm. Okay. It's possible that you don't have a dental plan. What is the name of the staff that you see work for? MAU. And the last four digits of your social? 2509. All righty. And if you can verify your address and date of birth. Uh, I'm at, uh, 8352 Grady Street, June 4th, 1968. Can you let the city and state there? Uh, Douglasville, Georgia. All righty. Now your phone number is 312-692-1976? Yes. And I have your email address as eddiesimmons3409@yahoo.com? Yep. All righty. So you are enrolled in dental. Give me one second. And you are active and you just didn't receive your dental card? I didn't get the dental card. I got the medical and the vision. I think they came all in, in the same square. Okay. No. Oh, okay. They came in the same card. Okay. So that would be your preventive health card. What I can do is get you copies of, um, your other cards because they are individual, your... The ones that are together are the vision and the preventative health. Mm-hmm. Medical and dental would have came separately. They should have came, dental to your residence and medical to your, to your email. But I can get you copies of both of those sent to your email today, if you'd like. I, I would love that. Okay. So that email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And then it'll be just a few minutes while I get that downloaded in, those downloaded and sent to you. Okay? Okay. Thank you, dear. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hmm. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who am I speaking with?

Speaker speaker_1: This is Eddie Simmons How are you doing today?

Speaker speaker_0: I'm great. And yourself?

Speaker speaker_1: I'm all right. Yeah, I was just calling I'm trying to see what, who dental, what dental plan I got or who is my dental provider?

Speaker speaker_0: Okay. So there's only one dental plan. So that provider would be American Public Life.

Speaker speaker_1: Okay. Because I didn't... I, I got the medical card and the vision card, but I didn't see dental on there.

Speaker speaker_0: Hmm. Okay. It's possible that you don't have a dental plan. What is the name of the staff that you see work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 2509.

Speaker speaker_0: All righty. And if you can verify your address and date of birth.

Speaker speaker_1: Uh, I'm at, uh, 8352 Grady Street, June 4th, 1968.

Speaker speaker_0: Can you let the city and state there?

Speaker speaker_1: Uh, Douglasville, Georgia.

Speaker speaker_0: All righty. Now your phone number is 312-692-1976?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as eddiesimmons3409@yahoo.com?

Speaker speaker_1: Yep.

Speaker speaker_0: All righty. So you are enrolled in dental. Give me one second. And you are active and you just didn't receive your dental card?

Speaker speaker_1: I didn't get the dental card. I got the medical and the vision. I think they came all in, in the same square.

Speaker speaker_0: Okay. No. Oh, okay. They came in the same card. Okay. So that would be your preventive health card. What I can do is get you copies of, um, your other cards because they are individual, your... The ones that are together are the vision and the preventative health.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Medical and dental would have come separately. They should have come, dental to your residence and medical to your, to your email. But I can get you copies of both of those sent to your email today, if you'd like.

Speaker speaker_1: I, I would love that.

Speaker speaker_0: Okay. So that email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And then it'll be just a few minutes while I get that downloaded in, those downloaded and sent to you. Okay?

Speaker speaker_1: Okay. Thank you, dear.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.