

Transcript: VICTORIA

Taylor-4596876490883072-4962545375952896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card, this is Victoria, how can I help you? Hi, this is Hunter Madere. Um, I was calling to ask if my wisdom's either covered under my insurance? It's a company insurance policy, they gave it to me whenever I started working for 'em. What's the name of the staffing agency you work through? Um, Integrity Trade Services. I think- And the last four of your- It's Integrity. Okay. The last four of your Social? Um, 1733. And, I'm sorry, your first and last name again? It's Hunter Madere. M-A-D-E-R-E. Gotcha. Do you mind verifying your address and date of birth? Yeah. Uh, try 301 East Second Street, Belle Chasse, Louisiana, and January 2nd, 2005. Okay. And the phone number you're calling from, is that the best phone number for you? Yes, ma'am. All right. And then email is B-A-U, or I'm sorry, B-A-Y-O-U, bayou504@gmail.com? Yes, ma'am. Okay. So I see you're just enrolled into the MEC TeleRx, which is basically for your preventative healthcare. Um, you're not enrolled into the dental plan. And the dental plan that we offer I don't believe will cover wisdom tooth removals. It's a very basic policy, so any major dental work, it's not covered under the dental plan we have. I gotcha. And like you said, I'm not signed up for the dental, and if I was, it, it still wouldn't help? Yeah, not that I'm aware of, 'cause wisdom tooth, I would, I would think would be major dental work, and this dental plan that we offer only covers, like, basic extractions, um, and, you know, fillings as well as, like, your preventative dental work, but it's not gonna cover anything major like crowns or dentures. All right, I understand. And so, is there, is it... I'm sorry I know, but, what if, like, what about a consultation? Like, if it, is there anything that I could go to a consultation, and if they tell me it's not gonna be that major, would it cover it, or more than likely not? Well, like I said, you're not even enrolled into dental, so you- Yeah. As of right now, you don't have coverage for dental at all. All right. All right. How much does it cost to get put onto the dental with this company? So, with that being said, the only time you can add on to the enrollment is during the company's open enrollment period, which they're not currently in. Um- Yeah. It looks like they typically have open enrollment during June, July timeframe of every year. But the dental plan that we offer is \$4.50 a week. Yeah. All right. Yeah, that's fine. All right. Well, that's what I needed to know, ma'am. I appreciate it. You're welcome. You have a wonderful day. All right, you too. Thank you. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Card, this is Victoria, how can I help you?

Speaker speaker_2: Hi, this is Hunter Madere. Um, I was calling to ask if my wisdom's either covered under my insurance? It's a company insurance policy, they gave it to me whenever I started working for 'em.

Speaker speaker_1: What's the name of the staffing agency you work through?

Speaker speaker_2: Um, Integrity Trade Services. I think-

Speaker speaker_1: And the last four of your-

Speaker speaker_2: It's Integrity.

Speaker speaker_1: Okay. The last four of your Social?

Speaker speaker_2: Um, 1733.

Speaker speaker_1: And, I'm sorry, your first and last name again?

Speaker speaker_2: It's Hunter Madere. M-A-D-E-R-E.

Speaker speaker_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. Uh, try 301 East Second Street, Belle Chasse, Louisiana, and January 2nd, 2005.

Speaker speaker_1: Okay. And the phone number you're calling from, is that the best phone number for you?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. And then email is B-A-U, or I'm sorry, B-A-Y-O-U, bayou504@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So I see you're just enrolled into the MEC TeleRx, which is basically for your preventative healthcare. Um, you're not enrolled into the dental plan. And the dental plan that we offer I don't believe will cover wisdom tooth removals. It's a very basic policy, so any major dental work, it's not covered under the dental plan we have.

Speaker speaker_2: I gotcha. And like you said, I'm not signed up for the dental, and if I was, it, it still wouldn't help?

Speaker speaker_1: Yeah, not that I'm aware of, 'cause wisdom tooth, I would, I would think would be major dental work, and this dental plan that we offer only covers, like, basic extractions, um, and, you know, fillings as well as, like, your preventative dental work, but it's not gonna cover anything major like crowns or dentures.

Speaker speaker_2: All right, I understand. And so, is there, is it... I'm sorry I know, but, what if, like, what about a consultation? Like, if it, is there anything that I could go to a consultation,

and if they tell me it's not gonna be that major, would it cover it, or more than likely not?

Speaker speaker_1: Well, like I said, you're not even enrolled into dental, so you-

Speaker speaker_2: Yeah.

Speaker speaker_1: As of right now, you don't have coverage for dental at all.

Speaker speaker_2: All right. All right. How much does it cost to get put onto the dental with this company?

Speaker speaker_1: So, with that being said, the only time you can add on to the enrollment is during the company's open enrollment period, which they're not currently in. Um-

Speaker speaker_2: Yeah.

Speaker speaker_1: It looks like they typically have open enrollment during June, July timeframe of every year. But the dental plan that we offer is \$4.50 a week.

Speaker speaker_2: Yeah. All right. Yeah, that's fine. All right. Well, that's what I needed to know, ma'am. I appreciate it.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: All right, you too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.