

## Transcript: VICTORIA

**Taylor-4710559037833216-5729405743972352**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. My name is Jasmine Robinson and I have the, uh, Benefits in the Card, and I have a dental appointment today. So I'm just trying to see, like, basically if I'm gonna have to come out of pocket with any money. Um, so I just wanted to know, 'cause I know, like, they'll... they might do a routine cleaning. They're definitely gonna do X-rays. Um, I feel like I need a root canal, but I know that wouldn't be done today. So I'm just trying to basically see, like, what I have to pay for the visit itself, and, like, X-rays and all that good stuff. Okay. What's the name of the agency you work for? Uh, ATC Healthcare. And the last four of your Social? 4688. Okay. Do you mind, uh, verifying your address and date of birth? Yeah. It's, uh, 403 North Hills Avenue in Glenside, PA, 19038 and 42375. And then phone number is, uh, 267-333-7447? Yep. That's correct. And then email is nursejaz101@... .. 101@gmail.com. Yep. Okay. So, um, I'm just gonna start off by saying we're just here as ministers, so you might need to reach out to the actual insurance company to verify specific- Okay. ... coverage details. Um, what I know about the dental plan is they'll cover your preventative services at 100%. Okay. Um, and then basic dental work, like fillings and extractions at 80% once you meet the \$50 deductible. Okay. Uh, I n- also know that the dental plan is not gonna cover any major services, like, uh, crowns, orthodontist. Um, so I'm not... the only thing I'm not too sure of is if there's even coverage for a root canal. Okay. Um- What about the X-rays though? 'Cause I know they'll wanna take X-rays today. Yeah. I mean, to my t- to my understanding, that would be preventative. Um, but again, if you want to- Oh, so that's gonna be covered? ... verify. Okay. Yeah. And I could very well be wrong, 'cause again, I'm just the administer, but, um, let me give you the phone number for the actual insurance carrier just so that you can verify with them. Um, okay. I don't have a pen on me. Is there any way that could be emailed to me? Um, yeah. I can try and put together an email. Do you have your ID cards as well? Um, I have to... Well, I'm actually outside because there's no reception in my office a- at all. So the call's probably gonna drop. Um, so if I was to- Oh, I was just asking in case you needed those. Oh, yeah, yeah, yeah. I do have them. Um, they're in my bag. But like I said, I'm just out here trying to call because I couldn't even get an outside line, and so I walked outside. Okay. Um, yeah. I can try and put together an email and send it to you. Yeah. Just so I can give them a call, 'cause I have an appointment today at 4:00, and basically I don't want to waste my time, you know, if I have to come out with all this extra money, so I'm just trying to figure out. Okay. Did you have any other questions for me? Um, no, that's it. So you'll just shoot me an email then? Yes, ma'am. All right. Thank you so much. I appreciate it. You're welcome. Have a good day. You too. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi. My name is Jasmine Robinson and I have the, uh, Benefits in the Card, and I have a dental appointment today. So I'm just trying to see, like, basically if I'm gonna have to come out of pocket with any money. Um, so I just wanted to know, 'cause I know, like, they'll... they might do a routine cleaning. They're definitely gonna do X-rays. Um, I feel like I need a root canal, but I know that wouldn't be done today. So I'm just trying to basically see, like, what I have to pay for the visit itself, and, like, X-rays and all that good stuff.

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

Speaker speaker\_1: Uh, ATC Healthcare.

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

Speaker speaker\_1: 4688.

Speaker speaker\_0: Okay. Do you mind, uh, verifying your address and date of birth?

Speaker speaker\_1: Yeah. It's, uh, 403 North Hills Avenue in Glenside, PA, 19038 and 42375.

Speaker speaker\_0: And then phone number is, uh, 267-333-7447?

Speaker speaker\_1: Yep. That's correct.

Speaker speaker\_0: And then email is nursejaz101@...

Speaker speaker\_1: ... 101@gmail.com. Yep.

Speaker speaker\_0: Okay. So, um, I'm just gonna start off by saying we're just here as ministers, so you might need to reach out to the actual insurance company to verify specific-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... coverage details. Um, what I know about the dental plan is they'll cover your preventative services at 100%.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and then basic dental work, like fillings and extractions at 80% once you meet the \$50 deductible.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, I n- also know that the dental plan is not gonna cover any major services, like, uh, crowns, orthodontist. Um, so I'm not... the only thing I'm not too sure of is if there's even coverage for a root canal.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um-

Speaker speaker\_1: What about the X-rays though? 'Cause I know they'll wanna take X-rays today.

Speaker speaker\_0: Yeah. I mean, to my t- to my understanding, that would be preventative. Um, but again, if you want to-

Speaker speaker\_1: Oh, so that's gonna be covered?

Speaker speaker\_0: ... verify.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah. And I could very well be wrong, 'cause again, I'm just the administer, but, um, let me give you the phone number for the actual insurance carrier just so that you can verify with them.

Speaker speaker\_1: Um, okay. I don't have a pen on me. Is there any way that could be emailed to me?

Speaker speaker\_0: Um, yeah. I can try and put together an email. Do you have your ID cards as well?

Speaker speaker\_1: Um, I have to... Well, I'm actually outside because there's no reception in my office a- at all. So the call's probably gonna drop. Um, so if I was to-

Speaker speaker\_0: Oh, I was just asking in case you needed those.

Speaker speaker\_1: Oh, yeah, yeah, yeah. I do have them. Um, they're in my bag. But like I said, I'm just out here trying to call because I couldn't even get an outside line, and so I walked outside.

Speaker speaker\_0: Okay. Um, yeah. I can try and put together an email and send it to you.

Speaker speaker\_1: Yeah. Just so I can give them a call, 'cause I have an appointment today at 4:00, and basically I don't want to waste my time, you know, if I have to come out with all this extra money, so I'm just trying to figure out.

Speaker speaker\_0: Okay. Did you have any other questions for me?

Speaker speaker\_1: Um, no, that's it. So you'll just shoot me an email then?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: All right. Thank you so much. I appreciate it.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye-bye.