

## **Transcript: VICTORIA**

**Taylor-4789130173038592-4544853941633024**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I just got a message that open enrollment started for Associated Staffing. Okay. I wasn't sure what that meant. This is for, uh, the medical insurance that they offer. Okay. Do they- Yeah. ... Is that like dental? Yeah, there's a couple different benefits but dental is also included, I believe. Okay, 'cause dental is probably the one I'm looking for the most. Okay. Um, let me pull up your file so I can pull up the benefits. What's the last four of your Social? 8346. And your first and last name? Josh Stevens. All right. And do you mind verifying your address and date of birth? 1903 West 16th Street, Grand Island, Nebraska. Uh, 21484. Okay. So it looks like I have a different address on file. I have 1319, uh, 11th Street- Aurora, Nebraska. Uh, 68818. Yeah. That's, uh, my mail... I used to use that as my mailing address 'cause that was more of a constant, but I have lived at the Grand Island address for about six years now. Okay. Do you need me to update that, or...? Yeah, you can do that. Okay. Uh, what is the current address again? 1903 West 16th Street in Grand Island. Uh, 68803. Okay. And then phone number 308-370-9000? Yes, ma'am. And then email is gonna be joh, uh, steppe537@gmail.com. Correct. Okay. Give me one second. Okay. So I was actually incorrect. They do not offer dental. It looks like they have two different medical plans, and then they offer vision and behavioral health. Okay. Well, then, I am going to pass on that because I have Medicaid, and with my Crohn's, Medicaid is actually doing a little bit more for me right now 'cause one of my- Okay. ... thousand dollars, and I can't even afford a copay for that. Gotcha. I understand. So, I do appreciate it. The reason I was looking for eye care is because no, there's not an, or not eye, not eye care, dental. It's because there's not a dentist so I'll take Medicaid right now. Oh, okay. And I have a, and I have a kid that's needing to see a dentist, and again, no one's taking Medicaid. Gotcha. All right. Thank you very much. I appreciate it. Yes, sir. You have a wonderful day. You as well. Bye. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yeah, I just got a message that open enrollment started for Associated Staffing.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I wasn't sure what that meant.

Speaker speaker\_1: This is for, uh, the medical insurance that they offer.

Speaker speaker\_2: Okay. Do they-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... Is that like dental?

Speaker speaker\_1: Yeah, there's a couple different benefits but dental is also included, I believe.

Speaker speaker\_2: Okay, 'cause dental is probably the one I'm looking for the most.

Speaker speaker\_1: Okay. Um, let me pull up your file so I can pull up the benefits. What's the last four of your Social?

Speaker speaker\_2: 8346.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Josh Stevens.

Speaker speaker\_1: All right. And do you mind verifying your address and date of birth?

Speaker speaker\_2: 1903 West 16th Street, Grand Island, Nebraska. Uh, 21484.

Speaker speaker\_1: Okay. So it looks like I have a different address on file. I have 1319, uh, 11th Street-

Speaker speaker\_2: Aurora, Nebraska. Uh, 68818. Yeah. That's, uh, my mail... I used to use that as my mailing address 'cause that was more of a constant, but I have lived at the Grand Island address for about six years now.

Speaker speaker\_1: Okay. Do you need me to update that, or...?

Speaker speaker\_2: Yeah, you can do that.

Speaker speaker\_1: Okay. Uh, what is the current address again?

Speaker speaker\_2: 1903 West 16th Street in Grand Island. Uh, 68803.

Speaker speaker\_1: Okay. And then phone number 308-370-9000?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is gonna be joh, uh, steppe537@gmail.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Give me one second. Okay. So I was actually incorrect. They do not offer dental. It looks like they have two different medical plans, and then they offer vision

and behavioral health.

Speaker speaker\_2: Okay. Well, then, I am going to pass on that because I have Medicaid, and with my Crohn's, Medicaid is actually doing a little bit more for me right now 'cause one of my-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... thousand dollars, and I can't even afford a copay for that.

Speaker speaker\_1: Gotcha. I understand.

Speaker speaker\_2: So, I do appreciate it. The reason I was looking for eye care is because no, there's not an, or not eye care, dental. It's because there's not a dentist so I'll take Medicaid right now.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: And I have a, and I have a kid that's needing to see a dentist, and again, no one's taking Medicaid.

Speaker speaker\_1: Gotcha.

Speaker speaker\_2: All right. Thank you very much. I appreciate it.

Speaker speaker\_1: Yes, sir. You have a wonderful day.

Speaker speaker\_2: You as well. Bye.

Speaker speaker\_1: Thank you. Bye-bye.