

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Miss Victoria. My name is Sharika Hezekiah and I was calling because I have not received, uh, any of my, uh, medical or dental cards or anything yet. Okay. Um, what is the name of the agency that you work for? MAU. All right. And the last four of your Social? 9412. And your first and last name? Sharika Hezekiah. Okay. Uh, do you mind verifying your address and date of birth? August 6th, 1986, 138 Grassy Lane, Bowman, South Carolina, zip code 29018. And then phone number is 803-614-1907? Yes. And then email is, um, uh, firstnameread2006 at gmail? Yes. Okay. I'm not sure why you haven't received the ID cards yet. Um, it looks like, looks like your coverage became active the first week of February, so they may be on the way to you, but I can look up, um, digital copies and send it to your email. Okay, that'll be fine. Okay, give me, uh, just a few seconds. Let me look those up and I will be right back. Okay. Thank you so much for holding. So I just sent the medical, dental and your vision ID card to your email. Okay. Now, where could I find, um, the ben- the benefit packages and what it covers and co-pays and things of that nature? Um, I can send you a copy of the benefits guide to your email. Um... Okay. That goes over, like, all of the plans that MAU offers with us. Okay. Um, and then I guess what I can do is just also include in the body of the email what you're enrolled into because like I said, the benefits guide goes over everything. So I'll just- Okay. ... um, state what you're enrolled into so you know what plans to look at. Okay. Uh, give me one second. Okay. Just sent that to you as well, so you should get that here in a few seconds. Okay. Now as far as the, the dental plan that I have or, or in general- Mm-hmm. ... does any of y'all plans cover ortho? Like orthodontics? Yes. Uh, no. So it's, it's a very basic dental plan. Um, there's no coverage for, like, major dental work such as orthodontics or, uh, crowns. What it does cover, um, it covers your preventative dental work at 100% and then basic dental work like fillings and normal extractions at 80%, um, once you meet the deductible, which is \$50, uh, for individual. So if he was to have... if one of my kids were to have to get a tooth pulled, it would be 50% and then insurance covers the rest? Um, \$50 and then the insurance covers the rest? No. So the, the way that it works is, like, the basic dental work is covered at 80% once you meet that deductible. Um, and I know that the deductible, the way they have it listed here, is for individuals, the deductible is \$50. For family, it's \$150. Family typically includes yourself, children and a spouse. So I would assume it w- and, and of course you can verify this with the insurance carrier. I would assume since you only have coverage for you and your children, the deductible would be \$50 each. But again, I would verify that with the insurance carrier. Okay. All right. Thank you so much. I will take and get those physical cards a couple... about another two weeks. If I don't have them by then, I'll just give you a call back and that way you can just send me out another copy. Yeah. That'll work fine. Okay. Thank you so much for your help. Yes, ma'am. 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, Miss Victoria. My name is Sharika Hezekiah and I was calling because I have not received, uh, any of my, uh, medical or dental cards or anything yet.

Speaker speaker_0: Okay. Um, what is the name of the agency that you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 9412.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sharika Hezekiah.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: August 6th, 1986, 138 Grassy Lane, Bowman, South Carolina, zip code 29018.

Speaker speaker_0: And then phone number is 803-614-1907?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is, um, uh, firstnameread2006 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'm not sure why you haven't received the ID cards yet. Um, it looks like, looks like your coverage became active the first week of February, so they may be on the way to you, but I can look up, um, digital copies and send it to your email.

Speaker speaker_1: Okay, that'll be fine.

Speaker speaker_0: Okay, give me, uh, just a few seconds. Let me look those up and I will be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for holding. So I just sent the medical, dental and your vision ID card to your email.

Speaker speaker_1: Okay. Now, where could I find, um, the ben- the benefit packages and what it covers and co-pays and things of that nature?

Speaker speaker_0: Um, I can send you a copy of the benefits guide to your email. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: That goes over, like, all of the plans that MAU offers with us.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and then I guess what I can do is just also include in the body of the email what you're enrolled into because like I said, the benefits guide goes over everything. So I'll just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, state what you're enrolled into so you know what plans to look at.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, give me one second. Okay. Just sent that to you as well, so you should get that here in a few seconds.

Speaker speaker_1: Okay. Now as far as the, the dental plan that I have or, or in general-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... does any of y'all plans cover ortho?

Speaker speaker_0: Like orthodontics?

Speaker speaker_1: Yes.

Speaker speaker_0: Uh, no. So it's, it's a very basic dental plan. Um, there's no coverage for, like, major dental work such as orthodontics or, uh, crowns. What it does cover, um, it covers your preventative dental work at 100% and then basic dental work like fillings and normal extractions at 80%, um, once you meet the deductible, which is \$50, uh, for individual.

Speaker speaker_1: So if he was to have... if one of my kids were to have to get a tooth pulled, it would be 50% and then insurance covers the rest? Um, \$50 and then the insurance covers the rest?

Speaker speaker_0: No. So the, the way that it works is, like, the basic dental work is covered at 80% once you meet that deductible. Um, and I know that the deductible, the way they have it listed here, is for individuals, the deductible is \$50. For family, it's \$150. Family typically includes yourself, children and a spouse. So I would assume it w- and, and of course you can verify this with the insurance carrier. I would assume since you only have coverage for you and your children, the deductible would be \$50 each. But again, I would verify that with the insurance carrier.

Speaker speaker_1: Okay. All right. Thank you so much. I will take and get those physical cards a couple... about another two weeks. If I don't have them by then, I'll just give you a call back and that way you can just send me out another copy.

Speaker speaker_0: Yeah. That'll work fine.

Speaker speaker_1: Okay. Thank you so much for your help.

Speaker speaker_0: Yes, ma'am. Have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.