

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefits and Card. My name is Stephanie. How can I assist you? Hey, Stephanie. My name is Precious Hines, and I just began, um, employment with a company called Innovative Staffing Solutions. I wanted to call about today, um, trying to retrieve dental insurance. Okay. What's, um, your last four of your Social? 4390. And then you're with Innovation Staff? Innovative Staffing Solutions. Yes, ma'am. Thank you. For security purposes, can you verify your address and date of birth? My address is 1809 Barrow Drive, located in Jonesboro, Arkansas. 72401 is the ZIP. And what did you say you needed? The date of birth. 5/19/85. So it's 62313 3815. hinesprecious33@gmail.com. Yes, ma'am. That's correct. How long have you been working with them? Um, this assignment, um, I just started Thursday. You just started Thursday? Thursday, yes. Okay. So, I have to do a eligibility review. Since we have a old hire date at the moment, I can't enroll you. So I have to send a eligibility review to the main office for them to review and let me know if I'm allowed to enroll you into these benefits. Um, so they will have to do a eligibility review due to that old hire date of, let's see. It says 06/02/2023, um, being there. Um, so, it typically takes, like, 24 to 48 hours for them to contact back to me. It may be less than that, since it's early still. But, um, I will be reaching back. I usually like telling people it may take 24 hours, but honestly, it may be less than that. So I'll go ahead and submit this, and they'll review it and let me know. And once they let me know, I can give you a call. Okay. Thank you. If you don't answer, I'll just leave you a voice message and send you an email. Oh, I was gonna say, maybe if you, um, send a email, because I sleep during the day 'cause I work at night. Oh, okay. So I may or may not answer. Okay, that's fine. Yeah, that's fine. So if you send a email, I can respond to that..... Okay. That's fine. Um, to do the enrollment, you would have to reach back out to us, but I'll give you the answer through the phone and in the email as well. Okay. Thank you. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, Stephanie. My name is Precious Hines, and I just began, um, employment with a company called Innovative Staffing Solutions. I wanted to call about today, um, trying to retrieve dental insurance.

Speaker speaker\_0: Okay. What's, um, your last four of your Social?

Speaker speaker\_1: 4390.

Speaker speaker\_0: And then you're with Innovation Staff?

Speaker speaker\_1: Innovative Staffing Solutions. Yes, ma'am.

Speaker speaker\_0: Thank you. For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: My address is 1809 Barrow Drive, located in Jonesboro, Arkansas. 72401 is the ZIP. And what did you say you needed?

Speaker speaker\_0: The date of birth.

Speaker speaker\_1: 5/19/85.

Speaker speaker\_0: So it's 62313 3815. hinesprecious33@gmail.com.

Speaker speaker\_1: Yes, ma'am. That's correct.

Speaker speaker\_0: How long have you been working with them?

Speaker speaker\_1: Um, this assignment, um, I just started Thursday.

Speaker speaker\_0: You just started Thursday?

Speaker speaker\_1: Thursday, yes.

Speaker speaker\_0: Okay. So, I have to do a eligibility review. Since we have a old hire date at the moment, I can't enroll you. So I have to send a eligibility review to the main office for them to review and let me know if I'm allowed to enroll you into these benefits. Um, so they will have to do a eligibility review due to that old hire date of, let's see. It says 06/02/2023, um, being there. Um, so, it typically takes, like, 24 to 48 hours for them to contact back to me. It may be less than that, since it's early still. But, um, I will be reaching back. I usually like telling people it may take 24 hours, but honestly, it may be less than that. So I'll go ahead and submit this, and they'll review it and let me know. And once they let me know, I can give you a call.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: If you don't answer, I'll just leave you a voice message and send you an email.

Speaker speaker\_1: Oh, I was gonna say, maybe if you, um, send a email, because I sleep during the day 'cause I work at night.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: So I may or may not answer.

Speaker speaker\_0: Okay, that's fine. Yeah, that's fine.

Speaker speaker\_1: So if you send a email, I can respond to that.....

Speaker speaker\_0: Okay. That's fine. Um, to do the enrollment, you would have to reach back out to us, but I'll give you the answer through the phone and in the email as well.

Speaker speaker\_1: Okay. Thank you.

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

Speaker speaker\_1: You too.