

## **Transcript: Francesca**

**Baez-4955132460482560-6244491088314368**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling. My name is Francesca. How can I assist you today? Yes, this is Desiree Jenkins calling, and I'm an employee with Western State Hospital through ground services, and I was just needing to check, I know it's open enrollment time, I was just needing to check to make sure that I have the best insurance that you guys offer. Okay. I've been more than happy to check for you, but legally speaking, we can't really advise you on what the best plan is. It all depends on what your medical needs are currently. Okay. Yeah, I just want to make sure I have the highest plan out there. What are the last four of your social? 7418. And your last name, please? Desiree Jenkins. Hello? Yes, may I speak? Please verify your mailing address and date of birth. Can I identify what? Please verify your mailing address and your date of birth. Date of birth is 10/12/1976. Mailing address is 116 00:01:18,610 -- 00:01:21,470 Goodwin Avenue, Princeton, Kentucky 42445. We have the last four number 270-210-9087? Yes, ma'am. And we have your email down as earthag@yahoo.com? That is correct. It shows you're currently enrolled into dental and vision as well as for your ex-membership, so there is only one dental and one vision plan, so there isn't anywhere to go up. Okay. All right. That's what I just wanted to make sure of. Understood. Anything else we can assist you with today? No, ma'am. That's great. Thank you. No problem. Hope you have a wonderful rest of your day. Thank you for your time today. Uh-huh. You as well. 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

Speaker speaker\_2: My name is Francesca. How can I assist you today?

Speaker speaker\_3: Yes, this is Desiree Jenkins calling, and I'm an employee with Western State Hospital through ground services, and I was just needing to check, I know it's open enrollment time, I was just needing to check to make sure that I have the best insurance that you guys offer.

Speaker speaker\_2: Okay. I've been more than happy to check for you, but legally speaking, we can't really advise you on what the best plan is. It all depends on what your medical needs are currently.

Speaker speaker\_3: Okay. Yeah, I just want to make sure I have the highest plan out there.

Speaker speaker\_2: What are the last four of your social?

Speaker speaker\_3: 7418.

Speaker speaker\_2: And your last name, please?

Speaker speaker\_3: Desiree Jenkins. Hello? Yes, may I speak?

Speaker speaker\_2: Please verify your mailing address and date of birth.

Speaker speaker\_3: Can I identify what?

Speaker speaker\_2: Please verify your mailing address and your date of birth.

Speaker speaker\_3: Date of birth is 10/12/1976. Mailing address is 116 00:01:18,610 -- 00:01:21,470 Goodwin Avenue, Princeton, Kentucky 42445.

Speaker speaker\_2: We have the last four number 270-210-9087?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_2: And we have your email down as earthag@yahoo.com?

Speaker speaker\_3: That is correct.

Speaker speaker\_2: It shows you're currently enrolled into dental and vision as well as for your ex-membership, so there is only one dental and one vision plan, so there isn't anywhere to go up.

Speaker speaker\_3: Okay. All right. That's what I just wanted to make sure of.

Speaker speaker\_2: Understood. Anything else we can assist you with today?

Speaker speaker\_3: No, ma'am. That's great. Thank you.

Speaker speaker\_2: No problem. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_3: Uh-huh. You as well. Bye-bye.