

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 O'clock. My name is Francesca. How can I assist you today? Yeah, I just need, uh, benefits. All right, just bear with me one moment. Let me get you over to Carrington Network. They're good providers for the dental plans offered by all the staffing companies, okay? Say what? Carrington Network. They're the company that has a specific list of the providers around the area that do accept American Public Life, which is the dental carrier. Okay. That's good. You're gonna switch me and so on so that I can get enrolled into the benefits? Look, sir, I apologize. You said that you were calling in because you needed a dentist. So now you want the benefits, want to enroll, or are you looking to locate a provider in your area? Well, sure. You can protect me with that first, 'cause I guess for me to get dental, I would want to know which dentist I could use. Okay. I apologize, just so that we're both on the same line, what was the initial reason for the call? Uh, I was wanting to be enrolled in benefits. But, yeah, 'cause I was gonna get dental and vision. But, yeah, you can send me to whoever you're going to send me to first, so I can know what dentist I can use before I get dental, because I won't use just any dentist. Understood. Do you mind if I check and make sure that you're eligible for enrollment prior to transferring you to them? Yeah. All right. What staffing company do you work with, and what are the last four of your Social? Partners & Ford, or 2622. Could you verify your mailing address and date of birth, please? Uh, 368 West Main Street, Mechanicsburg, Ohio. And then date of birth's 12/02/02. At best, contact three, I mean nine three seven, sorry, 508-0695. Correct. And then I have your email down with your... main, period, 1415 at gmail.com? Yes. Okay. All right. So do see here that you have all the way to the 27th of this month to enroll? That's when your personal enrollment period will end. And if you want me to give you the Carrington dental provider's phone number prior to transferring you over to them for that network? I don't need the number if you can transfer me. Understood. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10 O'clock. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yeah, I just need, uh, benefits.

Speaker speaker_1: All right, just bear with me one moment. Let me get you over to Carrington Network. They're good providers for the dental plans offered by all the staffing companies, okay?

Speaker speaker_2: Say what?

Speaker speaker_1: Carrington Network. They're the company that has a specific list of the providers around the area that do accept American Public Life, which is the dental carrier.

Speaker speaker_2: Okay. That's good. You're gonna switch me and so on so that I can get enrolled into the benefits?

Speaker speaker_1: Look, sir, I apologize. You said that you were calling in because you needed a dentist. So now you want the benefits, want to enroll, or are you looking to locate a provider in your area?

Speaker speaker_2: Well, sure. You can protect me with that first, 'cause I guess for me to get dental, I would want to know which dentist I could use.

Speaker speaker_1: Okay. I apologize, just so that we're both on the same line, what was the initial reason for the call?

Speaker speaker_2: Uh, I was wanting to be enrolled in benefits. But, yeah, 'cause I was gonna get dental and vision. But, yeah, you can send me to whoever you're going to send me to first, so I can know what dentist I can use before I get dental, because I won't use just any dentist.

Speaker speaker_1: Understood. Do you mind if I check and make sure that you're eligible for enrollment prior to transferring you to them?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. What staffing company do you work with, and what are the last four of your Social?

Speaker speaker_2: Partners & Ford, or 2622.

Speaker speaker_1: Could you verify your mailing address and date of birth, please?

Speaker speaker_2: Uh, 368 West Main Street, Mechanicsburg, Ohio. And then date of birth's 12/02/02.

Speaker speaker_1: At best, contact three, I mean nine three seven, sorry, 508-0695.

Speaker speaker_2: Correct.

Speaker speaker_1: And then I have your email down with your... main, period, 1415 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. So do see here that you have all the way to the 27th of this month to enroll? That's when your personal enrollment period will end. And if you want me

to give you the Carrington dental provider's phone number prior to transferring you over to them for that network?

Speaker speaker_2: I don't need the number if you can transfer me.

Speaker speaker_1: Understood. Okay.