

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Hi. I'm trying to get dental added to my Benefits... to my 90 Degree Benefits. Okay. What staffing company do you work with? Let's see, Crown Staffing. And what are the last four of your Social? It's 5400. And your last name, please? Gibson. For security purposes, please verify your mailing address and date of birth. Da- date of birth... Hold on. Date of birth's August 24th, 2004 and the mailing address is... sorry, real quick. New one. 1701 37th Street, Apartment 2401. Okay. We have your phone number to reach you, 706-570-4302? You said, huh? Yes, sir. I'm verifying the phone number we have on file which is 706-570-4302? Yes. We have your email down as J-E-R-M-A.giv24@gmail.com? Yes. Okay. So you're not able to add dental to your 90 Degree Benefits due to the fact that that plan that you're currently enrolled into is with 90 Degree, but 90 Degree only offers that preventative plan. They don't offer dental. So I can add a dental plan that Crown Services offers, but it will be with a different carrier. Okay. Okay. And then the other thing is, since we are adding it during your company open enrollment period, that dental benefit won't be effective til January 6th. Okay. Are you still keeping that medical preventative care plan in your policy and just adding the dental to it? Yes, ma'am. All right. So with changing the policy and adding the dental, you are looking at \$19.19 per paycheck. Do you authorize Crown Services to make those deductions for you? Yes. Okay. I submitted the change. It will be effective on January 6th, which will be a Monday. Friday of that week, which is going to be January 10th, will be when the carrier will send out the benefit card. The longer it should take to arrive to your home is gonna be three to four weeks. Okay. All right. Well, is there anything else we can assist you with aside from adding dental into your policy? Nope. All right. I hope you have a wonderful rest of your day. Thank you for your time today. You too.

Conversation Format

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

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

Speaker speaker_2: Hi. I'm trying to get dental added to my Benefits... to my 90 Degree Benefits.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Let's see, Crown Staffing.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: It's 5400.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Gibson.

Speaker speaker_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: Da- date of birth... Hold on. Date of birth's August 24th, 2004 and the mailing address is... sorry, real quick. New one. 1701 37th Street, Apartment 2401.

Speaker speaker_1: Okay. We have your phone number to reach you, 706-570-4302?

Speaker speaker_2: You said, huh?

Speaker speaker_1: Yes, sir. I'm verifying the phone number we have on file which is 706-570-4302?

Speaker speaker_2: Yes.

Speaker speaker_1: We have your email down as J-E-R-M-A.giv24@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're not able to add dental to your 90 Degree Benefits due to the fact that that plan that you're currently enrolled into is with 90 Degree, but 90 Degree only offers that preventative plan. They don't offer dental. So I can add a dental plan that Crown Services offers, but it will be with a different carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And then the other thing is, since we are adding it during your company open enrollment period, that dental benefit won't be effective til January 6th.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you still keeping that medical preventative care plan in your policy and just adding the dental to it?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. So with changing the policy and adding the dental, you are looking at \$19.19 per paycheck. Do you authorize Crown Services to make those deductions for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I submitted the change. It will be effective on January 6th, which will be a Monday. Friday of that week, which is going to be January 10th, will be when the carrier will send out the benefit card. The longer it should take to arrive to your home is gonna be three to four weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, is there anything else we can assist you with aside from adding dental into your policy?

Speaker speaker_2: Nope.

Speaker speaker_1: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: You too.