

Transcript: Justin

Mills-5723914602856448-6333272076369920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yeah, this is, uh, Sharon Gravelin. I was calling, uh, you today to, to pick, uh, said something about choosing your benefits before the expiration date. Okay, so you wanted to enroll in the benefits? Well, I thought I was already enrolled. I'm kind of- Let me check on that. ... confused here about that. What's the staffing agency you work for? Antlin in, uh, Nashville. Uh, I need the name of the staffing agency, not the assignment. Oh, Crown, Crown Staffing. And the last four of your social? 7363. And what was your last name, Sharon? Gravelin. And for security purposes, can you verify your home address, including city, state and zip code? 203 Clinton Street, Apartment 5, Germantown, Illinois, 62245. And your date of birth? 4/16/70. And a good telephone number have a 618-972-0334? Yeah. And the email have as linvilleSharon38icloud? Yeah. Okay, so looking at the file, it looks like you are currently enrolled into the MEC Telarex, which is a preventative- Yeah. ... healthcare service. Um, a- a- as well, the future request sent for enrollment, so everything did roll over automatically as well. Okay. So do I need to do anything else or... Not that I'm aware of, unless you wanted to make changes to the coverage. No. Okay. Well, is there anything- No. I got, I got the car, I got the card in the mail, so... Okay. Is that, uh, is that actually activated already? Uh, let's see. Yes. So looking at the calendar, you are currently active in the coverage. Yes, ma'am. Okay, I just wondered 'cause I had a, I had an x-ray that I had done there in Breathing. I didn't know if it was activated or not. It's currently active. Yes, ma- yes, ma'am. Okay. Okay, I just wanted to make sure. Was there anything else I could help you out with today, Sharon? Um, no, I don't guess. I guess that's it. Okay. Well, thank you for calling Benefits and A Card and I hope you have a wonderful day, okay? Yeah, you too, hon. Thanks. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yeah, this is, uh, Sharon Gravelin. I was calling, uh, you today to, to pick, uh, said something about choosing your benefits before the expiration date.

Speaker speaker_1: Okay, so you wanted to enroll in the benefits?

Speaker speaker_2: Well, I thought I was already enrolled. I'm kind of-

Speaker speaker_1: Let me check on that.

Speaker speaker_2: ... confused here about that.

Speaker speaker_1: What's the staffing agency you work for?

Speaker speaker_2: Antlin in, uh, Nashville.

Speaker speaker_1: Uh, I need the name of the staffing agency, not the assignment.

Speaker speaker_2: Oh, Crown, Crown Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 7363.

Speaker speaker_1: And what was your last name, Sharon?

Speaker speaker_2: Gravelin.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: 203 Clinton Street, Apartment 5, Germantown, Illinois, 62245.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 4/16/70.

Speaker speaker_1: And a good telephone number have a 618-972-0334?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email have as linvilleSharon38icloud?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so looking at the file, it looks like you are currently enrolled into the MEC Telarex, which is a preventative-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... healthcare service. Um, a- a- as well, the future request sent for enrollment, so everything did roll over automatically as well.

Speaker speaker_2: Okay. So do I need to do anything else or...

Speaker speaker_1: Not that I'm aware of, unless you wanted to make changes to the coverage.

Speaker speaker_2: No.

Speaker speaker_1: Okay. Well, is there anything-

Speaker speaker_2: No. I got, I got the car, I got the card in the mail, so...

Speaker speaker_1: Okay.

Speaker speaker_2: Is that, uh, is that actually activated already?

Speaker speaker_1: Uh, let's see. Yes. So looking at the calendar, you are currently active in the coverage. Yes, ma'am.

Speaker speaker_2: Okay, I just wondered 'cause I had a, I had an x-ray that I had done there in Breathing. I didn't know if it was activated or not.

Speaker speaker_1: It's currently active. Yes, ma- yes, ma'am.

Speaker speaker_2: Okay. Okay, I just wanted to make sure.

Speaker speaker_1: Was there anything else I could help you out with today, Sharon?

Speaker speaker_2: Um, no, I don't guess. I guess that's it.

Speaker speaker_1: Okay. Well, thank you for calling Benefits and A Card and I hope you have a wonderful day, okay?

Speaker speaker_2: Yeah, you too, hon. Thanks.

Speaker speaker_1: Bye.