

Transcript: VICTORIA

Taylor-5785924709859328-6749834824859648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Well, I'm an employee of Crown Staffing and I had just, uh, got a text about being opted in to benefits within 30 days. Okay. And I need to know the process and what I need to do to be eligible and so on. Okay. Are you wanting to enroll or are you wanting to decline? Uh, enroll. Gotcha. Uh, what's the last four of your Social? Uh, 2341. And your first and last name? Deven, D-E-V-E-N. Lewis, L-E-W-I-S. Do you mind verifying your address and date of birth? Uh, yeah. It should be 2725 North 21st Street, Street K in the City 66104. The zip code is 66104? Correct. Okay. And then, uh, your date of birth? 10/30/1996. Gotcha. Phone number 931-485-6417? Correct. And email is L-E-W-R-E-A-L8@gmail.com? Correct. Okay. Um, let's see, and do you know what you're wanting to enroll into? Uh, what, uh, do you have all coverages or specifics? Well, there's a couple different ones for medical. Uh, there's things like dental, vision, uh, short-term disability, term life, uh, critical illness, group accident, behavioral health, ID experts, and the free Rx. Uh, well, what'll be the next roll, uh, enrolling year? If I'm not gonna enroll this year, what would be the next date or...? Um, we don't have dates for the future, but I know they typically have it around December, January timeframe. Okay. So it looks like... Let me double check. Okay. Yeah, actually we do have an upcoming enrollment for Crown. So, it looks like the en- open enrollment period for the company will start on the 2nd of December of '24, and it ends on the 3rd of January of '25. All right. Sounds good. Um, I might be considering just enrolling on another time or... 'Cause I'm currently- Okay. ... under insurance right now, so... Gotcha. Do you want me to go ahead and decline the coverage so you won't be enrolled? Correct, yes. Okay. Alrighty. I will go ahead and do that for you. Did you need help with anything else? No, that'll be all. Thank you. You're welcome. Have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Well, I'm an employee of Crown Staffing and I had just, uh, got a text about being opted in to benefits within 30 days.

Speaker speaker_1: Okay.

Speaker speaker_2: And I need to know the process and what I need to do to be eligible and so on.

Speaker speaker_1: Okay. Are you wanting to enroll or are you wanting to decline?

Speaker speaker_2: Uh, enroll.

Speaker speaker_1: Gotcha. Uh, what's the last four of your Social?

Speaker speaker_2: Uh, 2341.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Deven, D-E-V-E-N. Lewis, L-E-W-I-S.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, yeah. It should be 2725 North 21st Street, Street K in the City 66104.

Speaker speaker_1: The zip code is 66104?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And then, uh, your date of birth?

Speaker speaker_2: 10/30/1996.

Speaker speaker_1: Gotcha. Phone number 931-485-6417?

Speaker speaker_2: Correct.

Speaker speaker_1: And email is L-E-W-R-E-A-L8@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, let's see, and do you know what you're wanting to enroll into?

Speaker speaker_2: Uh, what, uh, do you have all coverages or specifics?

Speaker speaker_1: Well, there's a couple different ones for medical. Uh, there's things like dental, vision, uh, short-term disability, term life, uh, critical illness, group accident, behavioral health, ID experts, and the free Rx.

Speaker speaker_2: Uh, well, what'll be the next roll, uh, enrolling year? If I'm not gonna enroll this year, what would be the next date or...?

Speaker speaker_1: Um, we don't have dates for the future, but I know they typically have it around December, January timeframe.

Speaker speaker_2: Okay.

Speaker speaker_1: So it looks like... Let me double check. Okay. Yeah, actually we do have an upcoming enrollment for Crown. So, it looks like the en- open enrollment period for the company will start on the 2nd of December of '24, and it ends on the 3rd of January of '25.

Speaker speaker_2: All right. Sounds good. Um, I might be considering just enrolling on another time or... 'Cause I'm currently-

Speaker speaker_1: Okay.

Speaker speaker_2: ... under insurance right now, so...

Speaker speaker_1: Gotcha. Do you want me to go ahead and decline the coverage so you won't be enrolled?

Speaker speaker_2: Correct, yes.

Speaker speaker_1: Okay. Alrighty. I will go ahead and do that for you. Did you need help with anything else?

Speaker speaker_2: No, that'll be all. Thank you.

Speaker speaker_1: You're welcome. Have a good day.