

## **Transcript: Chris Sofield (deactivated)-5081853616766976-5434000938156032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is Chris. How can I help you today? Hi. I got a text from this number, or from a number telling me congratulations for a job at Innovative Staffing, and, uh, told me to call this number. I was wondering what it's about. Okay. So we're the plan administrator for the health insurance benefits for Innovative Staff Solutions, so that's probably just letting you know that as a new hire with them, you're eligible to enroll into the health insurance benefits if you wish to do so. Oh. Okay. Um- Were you looking to enroll in any insurance benefits from them? What kind of insurance do they offer? Uh, health insurance, so medical, dental, vision, things like that. Uh, maybe vision. Okay. Um, let me pull your file up. What, uh, what's the last four of your Social? 0495. And your first and last name? Jason Hembree. Thank you. Mr. Hembree, could you verify your address and your date of birth for me? 710 Peoria Street, and date of birth is 9/5/1992. Okay, and the rest of the address? I need the city, state, and zip as well. Oh, uh, so 710 Peoria Street, uh, Peru, Illinois, 61354. Thank you. And then you said you just wanted vision? Yeah. Okay. Let me go ahead and... All right. Vision. Is it going to be for just yourself, or are you covering anyone else? Just me. All right. That's \$3.40 per week coming out of your check for that pre- for that plan. Do you authorize Innovative to make those deductions? Yeah. All right. Set that up for you. It's going to take about a week or two for this to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction is when the policy becomes effective. You should get an ID card to the plan about a week or two after that. Okay. Thank you. No problem. Anything else? That'll be it. All right. Thanks again for calling, and have a wonderful day. You too. All right. Mm-hmm. Bye now. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is Chris. How can I help you today?

Speaker speaker\_2: Hi. I got a text from this number, or from a number telling me congratulations for a job at Innovative Staffing, and, uh, told me to call this number. I was wondering what it's about.

Speaker speaker\_1: Okay. So we're the plan administrator for the health insurance benefits for Innovative Staff Solutions, so that's probably just letting you know that as a new hire with them, you're eligible to enroll into the health insurance benefits if you wish to do so.

Speaker speaker\_2: Oh. Okay. Um-

Speaker speaker\_1: Were you looking to enroll in any insurance benefits from them?

Speaker speaker\_2: What kind of insurance do they offer?

Speaker speaker\_1: Uh, health insurance, so medical, dental, vision, things like that.

Speaker speaker\_2: Uh, maybe vision.

Speaker speaker\_1: Okay. Um, let me pull your file up. What, uh, what's the last four of your Social?

Speaker speaker\_2: 0495.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Jason Hembree.

Speaker speaker\_1: Thank you. Mr. Hembree, could you verify your address and your date of birth for me?

Speaker speaker\_2: 710 Peoria Street, and date of birth is 9/5/1992.

Speaker speaker\_1: Okay, and the rest of the address? I need the city, state, and zip as well.

Speaker speaker\_2: Oh, uh, so 710 Peoria Street, uh, Peru, Illinois, 61354.

Speaker speaker\_1: Thank you. And then you said you just wanted vision?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Let me go ahead and... All right. Vision. Is it going to be for just yourself, or are you covering anyone else?

Speaker speaker\_2: Just me.

Speaker speaker\_1: All right. That's \$3.40 per week coming out of your check for that pre- for that plan. Do you authorize Innovative to make those deductions?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. Set that up for you. It's going to take about a week or two for this to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction is when the policy becomes effective. You should get an ID card to the plan about a week or two after that.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: That'll be it.

Speaker speaker\_1: All right. Thanks again for calling, and have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Mm-hmm. Bye now.

Speaker speaker\_2: Bye.