

Transcript: Francesca

Baez-4976310552051712-6081751700946944

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? Uh, yeah, I got a message from you guys saying to call for benefits or we'll bill all your address out. I'm trying to see wha- what's it, what's this about? What staffing company do you work with? Uh, I work for Crown Staffing. They're advising in regards to their company open enrollment period where you are able to enroll into their health insurance. How much does that cost? It depends on the plan that you're selecting as well as how many plans, due to the fact that all of the plans are separate in the sense that, let's say for example medical, vision and dental, those are three separate plans. So it really depends on how many plans in general you're getting as well as if you're putting any dependents in the policy. Well, it could just be myself, and I want dental insurance. What are the last four of your Social Security to locate your account? 7056. Please verify your mailing address and date of birth. 1703 West Hill Street, Louisville, Kentucky. My date of birth is 11-11-1993. We have the phone number to reach you, 502-616-2271. Yes, ma'am. We have a email address down as your... I'm sorry, no, it's going to be josh, last name, 48@gmail.com. Yes, ma'am. Okay, so the dental plan for employee only is going to cost \$3.52 per paycheck. It's going to cover your preventative services at 100%, basic services, basic restorative services and radiographs at 80%. You'll get an annual maximum coverage for services of \$500 and a \$50 deductible. All right. Was there any other plan aside from that one that you were interested in being enrolled? Uh, no, that's about it. Yeah. Uh, do you authorize Crown Services to make a deduction of \$3.52 per paycheck? Yep. All right. Please be advised coverage will be effective January 6th, 2025. Friday of that week, which is going to be January 10th, is when your carrier is going to send out your benefit card. The longest that it should take to arrive to you should be no more than three to four weeks but it could get there sooner. Okay. All right. Was there anything else aside from enrolling into dental that you would like assistance with today? No, that's it. Understood. In the event that you have any other needs for making a policy change, you have through January 3rd. Okay. All right. It was a pleasure speaking with you and assisting you. I hope you have a wonderful rest of your day. You too. Bye. Thank you. Bye-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 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yeah, I got a message from you guys saying to call for benefits or we'll bill all your address out. I'm trying to see wha- what's it, what's this about?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, I work for Crown Staffing.

Speaker speaker_1: They're advising in regards to their company open enrollment period where you are able to enroll into their health insurance.

Speaker speaker_2: How much does that cost?

Speaker speaker_1: It depends on the plan that you're selecting as well as how many plans, due to the fact that all of the plans are separate in the sense that, let's say for example medical, vision and dental, those are three separate plans. So it really depends on how many plans in general you're getting as well as if you're putting any dependents in the policy.

Speaker speaker_2: Well, it could just be myself, and I want dental insurance.

Speaker speaker_1: What are the last four of your Social Security to locate your account?

Speaker speaker_2: 7056.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: 1703 West Hill Street, Louisville, Kentucky. My date of birth is 11-11-1993.

Speaker speaker_1: We have the phone number to reach you, 502-616-2271.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: We have a email address down as your... I'm sorry, no, it's going to be josh, last name, 48@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, so the dental plan for employee only is going to cost \$3.52 per paycheck. It's going to cover your preventative services at 100%, basic services, basic restorative services and radiographs at 80%. You'll get an annual maximum coverage for services of \$500 and a \$50 deductible.

Speaker speaker_2: All right.

Speaker speaker_1: Was there any other plan aside from that one that you were interested in being enrolled?

Speaker speaker_2: Uh, no, that's about it. Yeah.

Speaker speaker_1: Uh, do you authorize Crown Services to make a deduction of \$3.52 per paycheck?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. Please be advised coverage will be effective January 6th, 2025. Friday of that week, which is going to be January 10th, is when your carrier is going to send out your benefit card. The longest that it should take to arrive to you should be no more than three to four weeks but it could get there sooner.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else aside from enrolling into dental that you would like assistance with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Understood. In the event that you have any other needs for making a policy change, you have through January 3rd.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. It was a pleasure speaking with you and assisting you. I hope you have a wonderful rest of your day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.