

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 101. My name is Francesca. How can I assist you today? Hey, I'm, uh, my name is Dominic Burks. Uh, I just received, uh, this medical card in the, in the mail, and I'm, I'm guessing I'm, uh, with you guys now. I'm just trying to figure out what, uh, what plan that I'm under and- Sure thing, sir. So your staffing company would have been the one to enroll you into that plan. Let's take a look and see which one you're with. What is the name of the staffing company you're working with? Uh, Crown Staffing. What are the last four of the SSN number? S- Say, say it again. What are the last four of the social? Uh, seven, five, nine, five. And your last name, please? Burks. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, eight- uh, 1857 Lotus Hill Drive, Cincinnati, Ohio, 45240. Give me your date of birth, if you'd be so kind. Uh, November 2nd, 1990. We have that contact, 513-560-5404. Yes, ma'am. With the email of first and last name 888@gmail.com? Yes, ma'am. So you were auto-enrolled per your company's policy into the medical preventative plan, Stay Healthy ME/CHEDAR-RX. It will cover your preventative services, like your annual physical, your screenings of blood pressure, iron deficiency, the preventative counseling of a healthy diet or avoiding the UV exposures of the sun, immunizations such as tetanus, varicella pertussis, along with your generic preventative prescriptions like statins or vitamins. It does have a network requirement and comes with a FreeRx membership and a virtual urgent care package. Authorities say the 63-foot Lamborghini got out- Oh, okay. ... people when it started to take on water. Is there any, uh, dental? No, sir. Auto-enrollment only takes place into that specific medical preventative plan. Dental, vision, and the other benefits, you would have had to call in and request them. Okay, okay. Oh, okay. Thank you. Of course. Was there anything else I can assist you with today? No, ma'am. Hope you have a wonderful rest of your day. Thank you for your time today.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 101. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, I'm, uh, my name is Dominic Burks. Uh, I just received, uh, this medical card in the, in the mail, and I'm, I'm guessing I'm, uh, with you guys now. I'm just trying to figure out what, uh, what plan that I'm under and-

Speaker speaker_0: Sure thing, sir. So your staffing company would have been the one to enroll you into that plan. Let's take a look and see which one you're with. What is the name of the staffing company you're working with?

Speaker speaker_1: Uh, Crown Staffing.

Speaker speaker_0: What are the last four of the SSN number?

Speaker speaker_1: S- Say, say it again.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: Uh, seven, five, nine, five.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Burks.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, eight- uh, 1857 Lotus Hill Drive, Cincinnati, Ohio, 45240.

Speaker speaker_0: Give me your date of birth, if you'd be so kind.

Speaker speaker_1: Uh, November 2nd, 1990.

Speaker speaker_0: We have that contact, 513-560-5404.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: With the email of first and last name 888@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So you were auto-enrolled per your company's policy into the medical preventative plan, Stay Healthy ME/CHEDAR-RX. It will cover your preventative services, like your annual physical, your screenings of blood pressure, iron deficiency, the preventative counseling of a healthy diet or avoiding the UV exposures of the sun, immunizations such as tetanus, varicella pertussis, along with your generic preventative prescriptions like statins or vitamins. It does have a network requirement and comes with a FreeRx membership and a virtual urgent care package.

Speaker speaker_2: Authorities say the 63-foot Lamborghini got out-

Speaker speaker_1: Oh, okay.

Speaker speaker_2: ... people when it started to take on water.

Speaker speaker_1: Is there any, uh, dental?

Speaker speaker_0: No, sir. Auto-enrollment only takes place into that specific medical preventative plan. Dental, vision, and the other benefits, you would have had to call in and request them.

Speaker speaker_1: Okay, okay. Oh, okay. Thank you.

Speaker speaker_0: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Hope you have a wonderful rest of your day. Thank you for your time today.