

## **Transcript: Franchesca**

**Baez-6550198841982976-5969099833163776**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-08. My name is Francesca, a Health and Med Associate today. Yes, my name's Dakota Slavey and I signed up for health insurance, p- uh, through Crown Staffing for Oakwood. Okay. And it's been thir- uh, I think yesterday or day four is my 30 days 'cause we don't get the insurance, the health insurance until after 30 days. So I was just curious- Okay. I apologize, sir. You said that you have already signed up for insurance. Yeah, through the Crown Staffing. Okay. Uh, at Oakwood. Okay, sir are you sure- I was just curious on when I would... Uh, I was just curious about getting my card emailed to me 'cause I have a doctor's appointment today. Let's take a look and see if you're active yet. What are the last four of the Social? 4277. And the last name? Slavey. S-L-A-V-E-Y. Please verify your mailing address first. What is it? Yes, please verify your mailing address and your date of birth. Uh, 11/07/2001. Did you say mailing address, like where I get my mail? Yes, sir. That's what the mailing address is. Uh, 4296 West Highway 635? It shows that you provided at the Crown Service is a different address when you apply with them. Uh, 418 South Main Street. That's where I live, but I tried to put my mailing address at my buddy's house 'cause I don't have a mailbox. Okay. Did you need me to update it? Uh, no, that's fine. Okay. I have the best contact number, 606-340-6288? Yes. Can I have your email down as last name first name at gmail.com? Yep. Sir, how did you submit your enrollment? What is it? Yes, sir. I'm asking how did you submit your enrollment 'cause you don't have any pending enrollment in our system. You're not enrolled into any coverage. Oh. Well, I signed up for it and I was supposed to get it after 30 days of being through the Crown. Okay, sir. Yeah, so that's why I'm asking the question. How did you enroll, sir? How did I enroll? Yes, sir. You did it in a form, you did it online, you did it at the Office of Crown Services? What was the process that took you to process that enrollment? Oh, I went to... I had an interview. I joined at Crown. So you filled out a form at their office? Yeah. So we have not received any forms. That's the reason then why we don't see your enrollment 'cause I don't show any online activity. As of right now, you're not enrolled into any benefits and there is no pending enrollment either. I can process an enrollment for you like today, but those coverages would not be active right away. Um, you are still within your personal enrollment period to the 13th of this month. So it will average out to one to two weeks possibly for them to start making the deductions if there isn't any issues on their end. It could take longer than one to two weeks 'cause there's a couple of steps-

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits 10-08. My name is Francesca, a Health and Med Associate today.

Speaker speaker\_2: Yes, my name's Dakota Slavey and I signed up for health insurance, p-uh, through Crown Staffing for Oakwood.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And it's been thir- uh, I think yesterday or day four is my 30 days 'cause we don't get the insurance, the health insurance until after 30 days. So I was just curious-

Speaker speaker\_1: Okay. I apologize, sir. You said that you have already signed up for insurance.

Speaker speaker\_2: Yeah, through the Crown Staffing.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Uh, at Oakwood.

Speaker speaker\_1: Okay, sir are you sure-

Speaker speaker\_2: I was just curious on when I would... Uh, I was just curious about getting my card emailed to me 'cause I have a doctor's appointment today.

Speaker speaker\_1: Let's take a look and see if you're active yet. What are the last four of the Social?

Speaker speaker\_2: 4277.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: Slavey. S-L-A-V-E-Y.

Speaker speaker\_1: Please verify your mailing address first.

Speaker speaker\_2: What is it?

Speaker speaker\_1: Yes, please verify your mailing address and your date of birth.

Speaker speaker\_2: Uh, 11/07/2001. Did you say mailing address, like where I get my mail?

Speaker speaker\_1: Yes, sir. That's what the mailing address is.

Speaker speaker\_2: Uh, 4296 West Highway 635?

Speaker speaker\_1: It shows that you provided at the Crown Service is a different address when you apply with them.

Speaker speaker\_2: Uh, 418 South Main Street. That's where I live, but I tried to put my mailing address at my buddy's house 'cause I don't have a mailbox.

Speaker speaker\_1: Okay. Did you need me to update it?

Speaker speaker\_2: Uh, no, that's fine.

Speaker speaker\_1: Okay. I have the best contact number, 606-340-6288?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can I have your email down as last name first name at gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Sir, how did you submit your enrollment?

Speaker speaker\_2: What is it?

Speaker speaker\_1: Yes, sir. I'm asking how did you submit your enrollment 'cause you don't have any pending enrollment in our system. You're not enrolled into any coverage.

Speaker speaker\_2: Oh. Well, I signed up for it and I was supposed to get it after 30 days of being through the Crown.

Speaker speaker\_1: Okay, sir. Yeah, so that's why I'm asking the question. How did you enroll, sir?

Speaker speaker\_2: How did I enroll?

Speaker speaker\_1: Yes, sir. You did it in a form, you did it online, you did it at the Office of Crown Services? What was the process that took you to process that enrollment?

Speaker speaker\_2: Oh, I went to... I had an interview. I joined at Crown.

Speaker speaker\_1: So you filled out a form at their office?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So we have not received any forms. That's the reason then why we don't see your enrollment 'cause I don't show any online activity. As of right now, you're not enrolled into any benefits and there is no pending enrollment either. I can process an enrollment for you like today, but those coverages would not be active right away. Um, you are still within your personal enrollment period to the 13th of this month. So it will average out to one to two weeks possibly for them to start making the deductions if there isn't any issues on their end. It could take longer than one to two weeks 'cause there's a couple of steps-