

## **Transcript: Justin**

**Mills-4553741701693440-5842940870475776**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, yes, Justin. I've got this card in the mail, Benefits and a Card, and I'm with Crown Staffing. And I was wondering, do you guys have dental? Uh, let me try pulling your file 'cause I do know that Crown Services does offer dental, but, um, I may need to pull your file to check eligibility. What's the last four of your Social? 7457. And what was your first and last name? Valencia Jackson. Okay. And for security purposes, could you verify the home address, including city, state and ZIP code, Ms. Jackson? 6324 Montgomery Road, Apartment 1, Cincinnati, Ohio 45213. And confirm your date of birth. 07/20/1971. And a good telephone number I have is 513-379-6305. 6305. Yes. Okay. And the email I have is valenciajackson720@gmail- 720gmail.com. Yes, sir. Okay, so looking at the file, it looks like you're currently enrolled into the MEC TeleRx, which just covers preventative healthcare services only, um, due to the fact that Crown automatically enrolled you into that medical plan. However, checking the hire date, looks like you're outside of your personal open enrollment period, so we wouldn't be able to add dental right now. Uh-huh. 'Cause I'm outside my hire date? Yes. Your personal open enrollment period, which is 30 days from your first paycheck. However, I do know that- Oh, okay. ... Crown, I do know that Crown Services has a company-wide open enrollment period sometime in December, I believe. Oh, okay. Um, how, how will I get that information? I mean, how do I- Um, so I do know that, I do know that Crown usually sends out mass text messages to all of their and employees- Mm-hmm. ... usually one to two weeks before the open enrollment period happens to get well aware. So that, I would just look out for the text message. Oh. Okay. Okay. Thank you so much. You're welcome. You have a great day, okay? You too. Bye-bye. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Um, yes, Justin. I've got this card in the mail, Benefits and a Card, and I'm with Crown Staffing. And I was wondering, do you guys have dental?

Speaker speaker\_1: Uh, let me try pulling your file 'cause I do know that Crown Services does offer dental, but, um, I may need to pull your file to check eligibility. What's the last four of your

Social?

Speaker speaker\_2: 7457.

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

Speaker speaker\_2: Valencia Jackson.

Speaker speaker\_1: Okay. And for security purposes, could you verify the home address, including city, state and ZIP code, Ms. Jackson?

Speaker speaker\_2: 6324 Montgomery Road, Apartment 1, Cincinnati, Ohio 45213.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: 07/20/1971.

Speaker speaker\_1: And a good telephone number I have is 513-379-6305.

Speaker speaker\_2: 6305. Yes.

Speaker speaker\_1: Okay. And the email I have is valenciajackson720@gmail-

Speaker speaker\_2: 720gmail.com. Yes, sir.

Speaker speaker\_1: Okay, so looking at the file, it looks like you're currently enrolled into the MEC TeleRx, which just covers preventative healthcare services only, um, due to the fact that Crown automatically enrolled you into that medical plan. However, checking the hire date, looks like you're outside of your personal open enrollment period, so we wouldn't be able to add dental right now.

Speaker speaker\_2: Uh-huh. 'Cause I'm outside my hire date?

Speaker speaker\_1: Yes. Your personal open enrollment period, which is 30 days from your first paycheck. However, I do know that-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... Crown, I do know that Crown Services has a company-wide open enrollment period sometime in December, I believe.

Speaker speaker\_2: Oh, okay. Um, how, how will I get that information? I mean, how do I-

Speaker speaker\_1: Um, so I do know that, I do know that Crown usually sends out mass text messages to all of their and employees-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... usually one to two weeks before the open enrollment period happens to get well aware. So that, I would just look out for the text message.

Speaker speaker\_2: Oh. Okay. Okay. Thank you so much.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.