

## **Transcript: Justin**

**Mills-4682121362587648-6753679249817600**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Mr. Justin. Um, I'm trying to see what kind of benefits do I, do I have? What did I sign up for? Okay. What's the staffing agency you work for? Wagner. And the last four of your social? 9402. And what was your first and last name? Latoya Thomas. Mm-hmm. And for security purposes, can you verify your home address, including city, state and zip code, Latoya? Yes, sir. 4411 Northside Drive, Apartment 12A, Macon, Georgia 31210. And your date of birth? 09/05/81. And a good telephone number have us 478-722-4399. That's correct. And the email have us changed women28@gmail? Yes, sir. Okay. So looking at the file, it looks like you're enrolled into the MEC standalone, which just covers preventative healthcare services only. So, like, physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Mm-hmm. Okay. Um, what... Did I get anything about dental or anything like that? Uh, no, ma'am, not that I can see. It's just medical. Just medical? Correct. Okay. Um, can I add a dental on there? Um, so looking at the hire date, looks like you're actually outside of your personal open enrollment period, which is 30 days from your first paycheck. Um, so as of right now, if you wanted to add dental, you would have to wait until Wagner's next open enrollment period, which is sometime in December- Oh. ... or experience a qualified life event. Okay. Okay. That's understandable. All right. Is there... Is there anything else- I... ... I can assist you with today, Latoya? That's all. Awesome. Well, you have a wonderful day, okay? Thank you. You're welcome. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Mr. Justin. Um, I'm trying to see what kind of benefits do I, do I have? What did I sign up for?

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: Wagner.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 9402.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Latoya Thomas. Mm-hmm.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Latoya?

Speaker speaker\_1: Yes, sir. 4411 Northside Drive, Apartment 12A, Macon, Georgia 31210.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 09/05/81.

Speaker speaker\_0: And a good telephone number have us 478-722-4399.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And the email have us changed women28@gmail?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. So looking at the file, it looks like you're enrolled into the MEC standalone, which just covers preventative healthcare services only. So, like, physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker\_1: Mm-hmm. Okay. Um, what... Did I get anything about dental or anything like that?

Speaker speaker\_0: Uh, no, ma'am, not that I can see. It's just medical.

Speaker speaker\_1: Just medical?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Um, can I add a dental on there?

Speaker speaker\_0: Um, so looking at the hire date, looks like you're actually outside of your personal open enrollment period, which is 30 days from your first paycheck. Um, so as of right now, if you wanted to add dental, you would have to wait until Wagner's next open enrollment period, which is sometime in December-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... or experience a qualified life event.

Speaker speaker\_1: Okay. Okay. That's understandable. All right.

Speaker speaker\_0: Is there... Is there anything else-

Speaker speaker\_1: I...

Speaker speaker\_0: ... I can assist you with today, Latoya?

Speaker speaker\_1: That's all.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye-bye.