

Transcript: Justin

Mills-4916508262973440-5336396655804416

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, Justin. Um, I am actually calling because I started working for Crown Services recently, and I'm wondering if I can enroll in medical benefits. Um, let me check on that. What's the staffing agency you work for one more time? It's called Crown Staffing. And the last four of your Social? 6678. And what was your first and last name? It's Brianna Daniel. And for security purposes, could you verify your home address, including city, state and zip code, Brianna? Sure. It's 66 Pittman Court, Covington, Kentucky 41017. Looks like I have an Ohio, Ohio address. Oh. Um, 3650 Woodford Road, Apartment 103, 45213 in Cincinnati, Ohio. Okay. And what was the new address? I can go ahead and update it for you. Uh, it's actually my old address. I didn't know that somehow they got my new address. The Ohio address is where I live now. Okay. No worries then. Confirm your date of birth. 3/30/96. And a good telephone number I have is 859-913-1724. Yes, sir. And the email I have is bri.daniel330@Yahoo. Yes, sir. Okay. Um, so looking at the file, it looks like you're not currently enrolled in anything. Um, the most previous thing that we had on you was back in 2022, where you called in to enroll because you were removed from your parents' insurance due to an age-out, and you were sent the QLE document. Um, and then we never just heard anything back from you. You're right. Yeah, because I didn't work for Crown anymore after that. Okay. Um, so let's see. So, I think- So now are you back with them as a rehire? Yeah. Okay. Um, so let's see. When did you start with them? February 6th. February 6th? Okay. So I'm not seeing a most recent hire date on you, so what I have to do to cover my tracks, um, I have to email my back office, have them do an eligibility review on you, and then once I do- Okay. ... receive word back from our back office, I can give you a callback letting you know their response. Okay. And I will hear- Okay. Um- ... it'll be from you, right? Like, the callback will be from you? Yes. My name, Justin, yes, it'll be from me. Right. Okay. Cool. Thank you, Justin. You're welcome. So that 913-1724 is a good callback number for you? Yes, sir. Okay. So like I said, I'll reach out to my back office, have them do that eligibility review on you, and then once I do receive word back, I'll give you a callback. Okay, Brianna? Okay. Thanks, Justin. I appreciate it. You're welcome. You have a great day, okay? Thanks. You too. Bye. Thank you. 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: Hello, Justin. Um, I am actually calling because I started working for Crown Services recently, and I'm wondering if I can enroll in medical benefits.

Speaker speaker_0: Um, let me check on that. What's the staffing agency you work for one more time?

Speaker speaker_1: It's called Crown Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6678.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: It's Brianna Daniel.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Brianna?

Speaker speaker_1: Sure. It's 66 Pittman Court, Covington, Kentucky 41017.

Speaker speaker_0: Looks like I have an Ohio, Ohio address.

Speaker speaker_1: Oh. Um, 3650 Woodford Road, Apartment 103, 45213 in Cincinnati, Ohio.

Speaker speaker_0: Okay. And what was the new address? I can go ahead and update it for you.

Speaker speaker_1: Uh, it's actually my old address. I didn't know that somehow they got my new address. The Ohio address is where I live now.

Speaker speaker_0: Okay. No worries then. Confirm your date of birth.

Speaker speaker_1: 3/30/'96.

Speaker speaker_0: And a good telephone number I have is 859-913-1724.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is bri.daniel330@Yahoo.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you're not currently enrolled in anything. Um, the most previous thing that we had on you was back in 2022, where you called in to enroll because you were removed from your parents' insurance due to an age-out, and you were sent the QLE document. Um, and then we never just heard anything back from you.

Speaker speaker_1: You're right. Yeah, because I didn't work for Crown anymore after that.

Speaker speaker_0: Okay. Um, so let's see.

Speaker speaker_1: So, I think-

Speaker speaker_0: So now are you back with them as a rehire?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so let's see. When did you start with them?

Speaker speaker_1: February 6th.

Speaker speaker_0: February 6th? Okay. So I'm not seeing a most recent hire date on you, so what I have to do to cover my tracks, um, I have to email my back office, have them do an eligibility review on you, and then once I do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... receive word back from our back office, I can give you a callback letting you know their response.

Speaker speaker_1: Okay. And I will hear-

Speaker speaker_0: Okay. Um-

Speaker speaker_1: ... it'll be from you, right? Like, the callback will be from you?

Speaker speaker_0: Yes. My name, Justin, yes, it'll be from me.

Speaker speaker_1: Right. Okay. Cool. Thank you, Justin.

Speaker speaker_0: You're welcome. So that 913-1724 is a good callback number for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So like I said, I'll reach out to my back office, have them do that eligibility review on you, and then once I do receive word back, I'll give you a callback. Okay, Brianna?

Speaker speaker_1: Okay. Thanks, Justin. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Thanks. You too. Bye.

Speaker speaker_0: Thank you. Bye-bye.