

Transcript: Justin

Mills-5431909003608064-6710110396923904

Full Transcript

Hello. This is Justin. How can I help you today? Hi, Justin. My name is, uh, Jasmine Johnson. I submitted one of the enrollment forms, um, for the HSC Healthcare, um, through CareBuilders I'm gonna say, sometime last week. And I just didn't get a response email or anything confirming that it was actually received and, and processed, so I was just checking in on that. Yeah, let me check on that. So HHC, what's the last four of your Social? 9065. What was your first and last name again? I'm sorry. Johnson. J-A-H-N-S-O-N. Jasmine, okay. And for security purposes, could you verify your home address, including city, state and zip code, Jasmine? Yes. Um, 21109 Gary Drive, Apartment 205, Castro Valley, California 94546. And your date of birth? July 4th, 1996. And a good telephone number have as 510-880-9681. That's it. And the email I have is jasminerjohnson93 at gmail? Yes. Okay, so looking at the file, it looks like you're in a pending requests sent for enrollment, so it looks like they should be making deductions on you here soon. Free to become active in coverage around next week. Um, you put down the VIP Prime, which is your medical plan, dental, vision, group accident, the MEC-TeleRx, which is preventative services, behavioral health and ID experts for employee only. Correct? Mm-hmm. Okay, so yes, so you should be experiencing deductions within the next day or two. Okay. Thank you. So I'll... Yeah, I just didn't get any confirmation, like, even that it was pending, so I was like, "Let me call." Totally understand. Well, is there anything else I can assist you with today, Jasmine? Nope, I think that'll be it. Thank you so much. You're welcome. You have a great day, okay? You as well. Bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Hello. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. My name is, uh, Jasmine Johnson. I submitted one of the enrollment forms, um, for the HSC Healthcare, um, through CareBuilders I'm gonna say, sometime last week. And I just didn't get a response email or anything confirming that it was actually received and, and processed, so I was just checking in on that.

Speaker speaker_0: Yeah, let me check on that. So HHC, what's the last four of your Social?

Speaker speaker_1: 9065.

Speaker speaker_0: What was your first and last name again? I'm sorry.

Speaker speaker_1: Johnson. J-A-H-N-S-O-N.

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

Speaker speaker_1: Yes. Um, 21109 Gary Drive, Apartment 205, Castro Valley, California 94546.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: July 4th, 1996.

Speaker speaker_0: And a good telephone number have as 510-880-9681.

Speaker speaker_1: That's it.

Speaker speaker_0: And the email I have is jasminerjohnson93 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the file, it looks like you're in a pending requests sent for enrollment, so it looks like they should be making deductions on you here soon. Free to become active in coverage around next week. Um, you put down the VIP Prime, which is your medical plan, dental, vision, group accident, the MEC-TeleRx, which is preventative services, behavioral health and ID experts for employee only. Correct?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so yes, so you should be experiencing deductions within the next day or two.

Speaker speaker_1: Okay. Thank you. So I'll... Yeah, I just didn't get any confirmation, like, even that it was pending, so I was like, "Let me call."

Speaker speaker_0: Totally understand. Well, is there anything else I can assist you with today, Jasmine?

Speaker speaker_1: Nope, I think that'll be it. Thank you so much.

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

Speaker speaker_1: You as well. Bye.

Speaker speaker_0: All right, bye-bye.