Transcript: Pearl Rojas-6266943461572608-5385996679692288

Full Transcript

Hi. Good afternoon. Thank you for calling Benefit Center Card. My name is Pearl Hood. Who am I speaking with? Timothy Bailey. And how can I assist you? Um, yes, I was just wanting to know when my insurance would be active. All righty. And when do I get card. What's the name of... Okay, what's the name of this company that you work for? Crowl. And the last four digits of your social? 9213. All right. And if you can confirm your address and date of birth for me. 250 Leon Boulevard, Williamstown, Kentucky 41097. And your date of birth? Uh, 01/08/'90. Okay, so it looks like we have a different address on file. Did you recently move or have a different address? Do you have 16 Cherry Hill- I don't care. ... Williamstown, Kentucky? Okay, do you have 484 Rose Church Road- I don't either. ... Crown, Kentucky? If you'd like to give me a full social and they can verify that way. Okay. 406-39-9213. All righty. And what is your current address? 250 Leon Boulevard, Williamstown, Kentucky 41097. And I have your phone number as 859-903-4614. No. What is your number? 859-428-6270. All righty. And I have your email address as tim@9026@gmail.com. Yes. All righty. So, taking a look here, I don't have any enrollment for you or anything pending. Do you remember how you enrolled in coverage? Um, I opted in, is what they told me. They said that I opted in insurance. I said, "Okay." Hmm. How long have you been working with Crown? Uh, one week. Okay. So the auto enrollment program is for new hires. Seeing here you've worked with them previously, you wouldn't be automatically enrolled. I can perform what's called an eligibility review just to ensure that you are eligible to enroll in coverage. Um, and then you can choose plans you're wanting to enroll in but at the moment there's no enrollment or anything pending. Okay. Did you want to go ahead and pro- have me perform that eligibility review to get you enrolled in coverage? Uh... Uh, yes, please. Okay, so this process called... This process takes about 24 to 48 hours to process. Once they tell me whether you're eligible or not, I will give you a call back and we can go from there. Do you have a copy of the benefit guide so you can see the plan? Uh, yes. Okay. So I'll be giving you a call back within 24 to 48 hours, um, to let you know if you're eligible or not and get you enrolled or not. Okay? All right. And, uh, this time would work out perfect if you could call at this time. Okay. So, what you are in... Sorry, what time is it there currently? It is, uh, 12:15. Okay, so we are in the same time zone, so okay. Sounds great. I'll go ahead and note that you would like a call back around this time and we'll be in touch soon. All right. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefit Center Card. My name is Pearl Hood. Who am I speaking with?

Speaker speaker_1: Timothy Bailey.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yes, I was just wanting to know when my insurance would be active.

Speaker speaker_0: All righty.

Speaker speaker_1: And when do I get card.

Speaker speaker_0: What's the name of... Okay, what's the name of this company that you work for?

Speaker speaker_1: Crowl.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 9213.

Speaker speaker_0: All right. And if you can confirm your address and date of birth for me.

Speaker speaker_1: 250 Leon Boulevard, Williamstown, Kentucky 41097.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 01/08/'90.

Speaker speaker_0: Okay, so it looks like we have a different address on file. Did you recently move or have a different address?

Speaker speaker_1: Do you have 16 Cherry Hill-

Speaker speaker_0: I don't care.

Speaker speaker_1: ... Williamstown, Kentucky? Okay, do you have 484 Rose Church Road-

Speaker speaker_0: I don't either.

Speaker speaker_1: ... Crown, Kentucky?

Speaker speaker_0: If you'd like to give me a full social and they can verify that way.

Speaker speaker_1: Okay. 406-39-9213.

Speaker speaker_0: All righty. And what is your current address?

Speaker speaker_1: 250 Leon Boulevard, Williamstown, Kentucky 41097.

Speaker speaker_0: And I have your phone number as 859-903-4614.

Speaker speaker_1: No.

Speaker speaker_0: What is your number?

Speaker speaker_1: 859-428-6270.

Speaker speaker_0: All righty. And I have your email address as tim@9026@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So, taking a look here, I don't have any enrollment for you or anything pending. Do you remember how you enrolled in coverage?

Speaker speaker_1: Um, I opted in, is what they told me. They said that I opted in insurance. I said, "Okay."

Speaker speaker_0: Hmm. How long have you been working with Crown?

Speaker speaker_1: Uh, one week.

Speaker speaker_0: Okay. So the auto enrollment program is for new hires. Seeing here you've worked with them previously, you wouldn't be automatically enrolled. I can perform what's called an eligibility review just to ensure that you are eligible to enroll in coverage. Um, and then you can choose plans you're wanting to enroll in but at the moment there's no enrollment or anything pending.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you want to go ahead and pro- have me perform that eligibility review to get you enrolled in coverage?

Speaker speaker_1: Uh... Uh, yes, please.

Speaker speaker_0: Okay, so this process called... This process takes about 24 to 48 hours to process. Once they tell me whether you're eligible or not, I will give you a call back and we can go from there. Do you have a copy of the benefit guide so you can see the plan?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. So I'll be giving you a call back within 24 to 48 hours, um, to let you know if you're eligible or not and get you enrolled or not. Okay?

Speaker speaker_1: All right. And, uh, this time would work out perfect if you could call at this time.

Speaker speaker_0: Okay. So, what you are in... Sorry, what time is it there currently?

Speaker speaker_1: It is, uh, 12:15.

Speaker speaker_0: Okay, so we are in the same time zone, so okay. Sounds great. I'll go ahead and note that you would like a call back around this time and we'll be in touch soon.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.