

Lion Brand Yarn

What to expect Call Center Meetings

Call Center Meetings:

All other eligible employees must pre-schedule their onboarding/enrollment meeting with a call center benefits counselor by following the link in the flyer. Please schedule a time that is convenient for you.

- The call center is open 7 days a week from 8am-8pm EST. (Weekends based on benefit counselor availability).
- You will schedule a 30 minute meeting (meetings average between 20-30 minutes).
- The call center is an ***outbound only service***.
 - The call center benefits counselor will call you within 30 minutes of your scheduled appointment time. For example, if your appointment is scheduled for 10am, you will receive a call from your assigned benefits counselor between 10am-10:30am.
 - If you miss your call, you won't be able to call the number back. If you do, you will only be able to leave a message in the general mailbox. If you miss your call or need to reschedule, please utilize the booking link to schedule your appointment.
 - Once you schedule your appointment, **please save the 'Open Enrollment' phone number 972.284.0037** to your phone so you avoid missing the call.

Other:

- Please have dependent information readily available at the time of your appointment (social security number and date of birth).
- If you have any complex questions that need to be researched/addressed, the benefits counselor may need to re-route those to the Broker or Human Resources.