

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hey, how you doing? My name is Eric Roberts ... I was calling, um, due to, uh, I had a question about the insurance. So my insurance, I work with a company called PRC Staffing, and I was wondering how the insurance, uh, process worked because I did, uh, enroll into the coverage last night. I had 30 days to do it. Right. And I was wondering, like, how do I get an insurance card? Like, 'cause there's an option on there where it says you can get, uh, email, ID, like you can get, like, a virtual one. But I was wondering if there is any way I can get a physical card. So you, you s-... You said that you enrolled last night? Well, I, I updated my plan last night. Okay. So, any enrollment or changes to enrollment take one to two weeks to process. Once processing is complete- Okay. ... you would start seeing those deductions come out of your checks for whatever you've selected or upgraded to. Um, the Monday following that deduction is when the policy becomes effective. ID cards will typically arrive one to two weeks after that effect is made. Ah. Okay, okay, okay, okay. So, um- Yeah, so if you just made changes last night, then it's, it's way too soon for anything to have gone through. Okay. Yeah, 'cause it says the effective date, um, for the new insurance, 'cause I already had a, a different insurance that was already been taken out my check. I added... I didn't really know I selected the wrong one, so that's why I had to just double-check and see, to see which one I had selected from the beginning. And I ended up selecting the wrong one, so I changed it, and it said that effective date start on February 24th, and I was wondering- That is... That is... I'm sorry. So, um, effective date of February 24th is entirely dependent on if PRC takes a deduction out before then. Okay. So, it, it is kind of dependent on that. Okay. Okay. So, um, once they take the deduction out, they... They're going to send me an, a physical insurance card? Yes, so once the deduction happens, your policy is effective the next Monday after that. Mm-hmm. So if you see a deduction on, like... Say you get paid on Thursday. If you see the deduction on the 20th, that means the policy would be effective on the 24th, and then one to two- Mm-hmm. ... weeks after the 24th is when you would get the ID card. Ah, okay, okay, okay. Yeah. Uh, one more question. Last question. Um, who do you h-... Who are you guys, like, insured, insured with? Or is there, like, different insurance companies you can choose from? Um, it's diff-... It's... Different policies, uh, are different companies. Uh, so some of them- Mm-hmm. ... some of the medical policies, specifically the MEC policies, are handled by a company called 90 Degree Benefits, um, the, uh, the... Let me see, double-check what it's called with PRC. I believe it's called the VIP plan, um- Yeah. ... but that p-... Yeah, that plan is through a company called American Public Life. Ame- American Public... Excuse me. What was that again? Life. American Public Life. Okay. Um, that, that was all I was asking. Um, thank you. No problem. Anything else? Uh, no, sir. All right. Thanks again for calling. Have a wonderful day. You too. Bye-bye. Mm-

## Conversation Format

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

Speaker speaker\_1: Hey, how you doing? My name is Eric Roberts ... I was calling, um, due to, uh, I had a question about the insurance. So my insurance, I work with a company called PRC Staffing, and I was wondering how the insurance, uh, process worked because I did, uh, enroll into the coverage last night. I had 30 days to do it.

Speaker speaker\_0: Right.

Speaker speaker\_1: And I was wondering, like, how do I get an insurance card? Like, 'cause there's an option on there where it says you can get, uh, email, ID, like you can get, like, a virtual one. But I was wondering if there is any way I can get a physical card.

Speaker speaker\_0: So you, you s-... You said that you enrolled last night?

Speaker speaker\_1: Well, I, I updated my plan last night.

Speaker speaker\_0: Okay. So, any enrollment or changes to enrollment take one to two weeks to process. Once processing is complete-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you would start seeing those deductions come out of your checks for whatever you've selected or upgraded to. Um, the Monday following that deduction is when the policy becomes effective. ID cards will typically arrive one to two weeks after that effect is made.

Speaker speaker\_1: Ah. Okay, okay, okay, okay. So, um-

Speaker speaker\_0: Yeah, so if you just made changes last night, then it's, it's way too soon for anything to have gone through.

Speaker speaker\_1: Okay. Yeah, 'cause it says the effective date, um, for the new insurance, 'cause I already had a, a different insurance that was already been taken out my check. I added... I didn't really know I selected the wrong one, so that's why I had to just double-check and see, to see which one I had selected from the beginning. And I ended up selecting the wrong one, so I changed it, and it said that effective date start on February 24th, and I was wondering-

Speaker speaker\_0: That is... That is... I'm sorry. So, um, effective date of February 24th is entirely dependent on if PRC takes a deduction out before then.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, it, it is kind of dependent on that.

Speaker speaker\_1: Okay. Okay. So, um, once they take the deduction out, they... They're going to send me an, a physical insurance card?

Speaker speaker\_0: Yes, so o- once the deduction happens, your policy is effective the next Monday after that.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So if you see a deduction on, like... Say you get paid on Thursday. If you see the deduction on the 20th, that means the policy would be effective on the 24th, and then one to two-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... weeks after the 24th is when you would get the ID card.

Speaker speaker\_1: Ah, okay, okay, okay. Yeah. Uh, one more question. Last question. Um, who do you h-... Who are you guys, like, insured, insured with? Or is there, like, different insurance companies you can choose from?

Speaker speaker\_0: Um, it's diff-... It's... Different policies, uh, are different companies. Uh, so some of them-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... some of the medical policies, specifically the MEC policies, are handled by a company called 90 Degree Benefits, um, the, uh, the... Let me see, double-check what it's called with PRC. I believe it's called the VIP plan, um-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... but that p-... Yeah, that plan is through a company called American Public Life.

Speaker speaker\_1: Ame- American Public... Excuse me. What was that again?

Speaker speaker\_0: Life.

Speaker speaker\_1: American Public Life. Okay. Um, that, that was all I was asking. Um, thank you.

Speaker speaker\_0: No problem. Anything else?

Speaker speaker\_1: Uh, no, sir.

Speaker speaker\_0: All right. Thanks again for calling. Have a wonderful day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Mm-