

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. Hello? Hello? H- hello. Thank you for calling Benefits on a Card, my name is Chris. How can I help you today? Um, calling to, um, set up insurance. Okay. What staffing company do you work with? Um, Crown in Hopkinsville, Kentucky. Okay. And then last four of your social? 5845. Okay. And your first and last name? Cherie Casilber. Okay. There we go. Ms. Culber, could you verify your address and your date of birth for me please? 598 Box Hill Road, Hopkinsville, Kentucky 42240, and my birthday is June 10th, 1983. Thank you. We have a phone number on file, 270-484-5009. Is that correct? Yes. Okay. And did you have an idea of what you wanted to enroll in to, ma'am? Um, I know the, um... is it just one dental plan? That's all I saw when I was looking through the paper, so I need the dental plan. Yes, ma'am. There is only a single dental plan. Okay. Yeah, well that's fine. Um, just the dental plan and then... oh, gosh, I don't remember which, um, of the health... I don't remember wh- 'cause I left the paper. When I wrote it all down I don't remember which one it was. Um, do you know, can you send me the, the part, the quotes for those, for the health plans and, um... Yeah. So, there's the, um... is it... the quotes, are they gonna be for just yourself or are you covering anyone else? Just myself. All right. So there's the Stay Healthy TeleRX Plan, the preventative care only plan for \$15.16... 67 cent per week. Then there's the VIP Standard for se- uh, for 17.07 a week, VIP Classic for 18.86 a week. These both cover treatment services but no preventative care. And then finally the NEC Enhanced Plan which covers both the pr- treatment and the preventative care services for 42.76 a week. Um, I think it was... how much was the third, the one above 17? The 17- Uh, the... that was the 18.86. And what does that cover? Uh, that'll cover things like, um, doctor's visits, hospital visits, uh, prescriptions, surgeries, um, emergency room, urgent care, things like that. Uh, but it will not cover any preventative care, so things like physicals, vaccines, cancer screenings and, and the like are not covered by that plan. Okay. So what about the one for... what's the difference in that one and the one for 17.07? Um, really the only difference is a little bit more coverage for, uh, surgeries and then coverage for rehab and ICU. Uh, uh, that's on the e- the \$18 plan. The \$17 plan- Mm-hmm. ... has less surgery coverage and no ICU or rehab benefit. Um, okay. We can do the one, the, um, 18 and the dental plan. That'll be fine. 18 and dental. Okay. And then, uh, anything else? No. Well- Oh. Okay. ... no, I don't need the vision. No. So that's... yeah, that's it, just that one and the dental. Okay. And then for b- for just yourself that totals out to \$22.38 per week. Do you authorize Crown to make those deductions? Yes. All right. Gonna take about one to two weeks for the enrollment to process. Once processing is complete you should start seeing those deductions coming out of your checks Monday following- Okay. ... that first deduction is when policy becomes effective. ID cards should arrive about one to two weeks after that effective date. Okay. All right. All right. Thank you,

thank you. No problem. Anything else? No, that's it. All right. Thanks again for calling and have a wonderful day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris.

Speaker speaker_2: Hello? Hello?

Speaker speaker_1: H- hello. Thank you for calling Benefits on a Card, my name is Chris. How can I help you today?

Speaker speaker_2: Um, calling to, um, set up insurance.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um, Crown in Hopkinsville, Kentucky.

Speaker speaker_1: Okay. And then last four of your social?

Speaker speaker_2: 5845.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Cherie Casilber.

Speaker speaker_1: Okay. There we go. Ms. Culber, could you verify your address and your date of birth for me please?

Speaker speaker_2: 598 Box Hill Road, Hopkinsville, Kentucky 42240, and my birthday is June 10th, 1983.

Speaker speaker_1: Thank you. We have a phone number on file, 270-484-5009. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And did you have an idea of what you wanted to enroll in to, ma'am?

Speaker speaker_2: Um, I know the, um... is it just one dental plan? That's all I saw when I was looking through the paper, so I need the dental plan.

Speaker speaker_1: Yes, ma'am. There is only a single dental plan.

Speaker speaker_2: Okay. Yeah, well that's fine. Um, just the dental plan and then... oh, gosh, I don't remember which, um, of the health... I don't remember wh- 'cause I left the paper. When I wrote it all down I don't remember which one it was. Um, do you know, can you send me the, the part, the quotes for those, for the health plans and, um...

Speaker speaker_1: Yeah. So, there's the, um... is it... the quotes, are they gonna be for just yourself or are you covering anyone else?

Speaker speaker_2: Just myself.

Speaker speaker_1: All right. So there's the Stay Healthy TeleRX Plan, the preventative care only plan for \$15.16... 67 cent per week. Then there's the VIP Standard for se- uh, for 17.07 a week, VIP Classic for 18.86 a week. These both cover treatment services but no preventative care. And then finally the NEC Enhanced Plan which covers both the pr- treatment and the preventative care services for 42.76 a week.

Speaker speaker_2: Um, I think it was... how much was the third, the one above 17? The 17-

Speaker speaker_1: Uh, the... that was the 18.86.

Speaker speaker_2: And what does that cover?

Speaker speaker_1: Uh, that'll cover things like, um, doctor's visits, hospital visits, uh, prescriptions, surgeries, um, emergency room, urgent care, things like that. Uh, but it will not cover any preventative care, so things like physicals, vaccines, cancer screenings and, and the like are not covered by that plan.

Speaker speaker_2: Okay. So what about the one for... what's the difference in that one and the one for 17.07?

Speaker speaker_1: Um, really the only difference is a little bit more coverage for, uh, surgeries and then coverage for rehab and ICU. Uh, uh, that's on the e- the \$18 plan. The \$17 plan-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... has less surgery coverage and no ICU or rehab benefit.

Speaker speaker_2: Um, okay. We can do the one, the, um, 18 and the dental plan. That'll be fine.

Speaker speaker_1: 18 and dental. Okay. And then, uh, anything else?

Speaker speaker_2: No. Well-

Speaker speaker_1: Oh. Okay.

Speaker speaker_2: ... no, I don't need the vision. No. So that's... yeah, that's it, just that one and the dental.

Speaker speaker_1: Okay. And then for b- for just yourself that totals out to \$22.38 per week. Do you authorize Crown to make those deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Gonna take about one to two weeks for the enrollment to process. Once processing is complete you should start seeing those deductions coming out of your checks Monday following-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that first deduction is when policy becomes effective. ID cards should arrive about one to two weeks after that effective date.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you, thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too.