

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. benefits in a card. This is Chris. How can I help you today? Hello. Um, I actually got the wrong number for the wrong reason, and it told me to call this number to make changes in my window before it closes. Okay. Um, yeah, we're a plan administrator for health insurance benefits for staffing companies. Um- Yeah. ... do you work with a staffing company? Yeah, Crown. Okay. Did the text, did the, uh, message you received say anything about, like, automatic enrollment or just that you were eligible to enroll? It said, "Congrats on your job with Crown. You'll be opted to benefits within 30 days. Call BIC at 1-800-497-4856 to make changes before your window closes. Reply to * to opt out." Okay. So that's just advising that, as a new hire with Crown Staffing or Crown Services y- uh, they automatically enroll all new hires into a health insurance plan known as the MEC plan for preventative- Okay. ... care and services, things like physicals, vaccines- Oh, okay. ... and cancer screenings. And it's just letting you know that if you want to, um, either opt out of that plan, like you want to decline it entirely, or if you want to enroll into anything else that Crown may offer, then you have that 30-day window from your first check to do so. Oh, I understand. Okay. Okay. All right. Were you loo- were you looking to, uh, opt out of the automatic enrollment, or did you want them to go ahead and do that, or...? No, I want, uh, them to do that. Okay. Was there anything else I could help you with? No, sir. All right. Thanks again for calling and have a good rest- Yeah. ... of your day. Thank you. You too.

Conversation Format

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

Speaker speaker_1: benefits in a card. This is Chris. How can I help you today?

Speaker speaker_2: Hello. Um, I actually got the wrong number for the wrong reason, and it told me to call this number to make changes in my window before it closes.

Speaker speaker_1: Okay. Um, yeah, we're a plan administrator for health insurance benefits for staffing companies. Um-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... do you work with a staffing company?

Speaker speaker_2: Yeah, Crown.

Speaker speaker_1: Okay. Did the text, did the, uh, message you received say anything about, like, automatic enrollment or just that you were eligible to enroll?

Speaker speaker_2: It said, "Congrats on your job with Crown. You'll be opted to benefits within 30 days. Call BIC at 1-800-497-4856 to make changes before your window closes. Reply to * to opt out."

Speaker speaker_1: Okay. So that's just advising that, as a new hire with Crown Staffing or Crown Services y- uh, they automatically enroll all new hires into a health insurance plan known as the MEC plan for preventative-

Speaker speaker_2: Okay.

Speaker speaker_1: ... care and services, things like physicals, vaccines-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... and cancer screenings. And it's just letting you know that if you want to, um, either opt out of that plan, like you want to decline it entirely, or if you want to enroll into anything else that Crown may offer, then you have that 30-day window from your first check to do so.

Speaker speaker_2: Oh, I understand. Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: All right.

Speaker speaker_1: Were you loo- were you looking to, uh, opt out of the automatic enrollment, or did you want them to go ahead and do that, or...?

Speaker speaker_2: No, I want, uh, them to do that.

Speaker speaker_1: Okay. Was there anything else I could help you with?

Speaker speaker_2: No, sir.

Speaker speaker_1: All right. Thanks again for calling and have a good rest-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... of your day.

Speaker speaker_2: Thank you. You too.