

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 in a Card. This is Chris. How can I help you today? Hi. Um, good morning. Uh, it's, uh, recruited by Crown Staffing Service. So I just got a message regarding, uh, to maybe enrollment for the benefits to call this number. Okay. Um, yeah, we're the plan administrator for the health insurance benefits for Crown Staffing. Um, w- uh, did you receive a message saying that you were d- eligible for insurance or something about, like, automatic enrollment? No, it says, uh, "You are opted for, uh, benefits." Yeah. Okay. So yeah, that's, that's their, uh, that's their message to advise that part of their policy is n- for their new hires is to automatically enroll them into a health insurance plan, uh, 30 days after your first check, I believe. Um, if you don't want that insurance plan, just let me know. I'll just need to get a little bit of information from you and, uh, in order to locate a file and, uh, opt you out. So basically, they already, uh, like, I already enrolled in, uh, the, uh, health benefits? Is it like that? Mm, mm, no, I... Well, I don't know if you've enrolled or not, but that message is letting you know that if you take no action, if you do nothing, then Crown will automatically enroll you 30 days after your first check. So, uh, uh, how would I know? I go to... I should go to Crown Staffing Service? No. So, so the, the text message is them letting you know that they'll do that. Um, if you don't want that to happen, just let me know, and I can make sure that that doesn't happen. But this text message is their e- their, like, their message to you letting you know that, "Hey, if you don't do anything, you'll be opted into this insurance. If you don't want this insurance, call this number, let them know." That's, you know, that's where we come in. We, we make sure that you don't get enrolled into that kind of thing. Yeah. But, but, uh, like, if I automatically... Suppose they put me automatically in the benefit section. So how would I know that what, what benefits I got, like dental, health, or vision, or... The plan that- ... or what percentage? The plan that they automatically enroll their new hires into is called the Stay Healthy TeleRX Plan. This plan covers things like physicals, vaccinations, cancer screenings, things like that. It's preventative care, medical only. Mm-hmm. Um, so, like, regular doctor's visits, hospital visits, so on and so forth, those are not covered by this plan. It also does cover, uh, prescription coverage through a membership for the FreeRx program. Um- Mm-hmm. But it is medical only. Any- anything like dental or vision or anything like that is not part of the plan that they automatically- Okay. ... enroll you into. So it's only medical one? Not, not, no dental, no vision? Correct. Okay. And in, uh, medical, if, if the regular checkup with the doctors or the e- the, it, it doesn't cover that, right? It, it's just for preventative care services. So only things like physicals, vaccinations, cancer screenings, uh, pap smears, mammograms, uh, services like that. Okay, so those services, they're covered? Correct. But if, but if you are sick or if you're injured or anything like that, if you need to go to the doctor because there's something wrong, um, then- Mm-hmm. ... then no. That, that's not covered by that plan. Oh, okay. All good.

Then I'll, let me, let me talk to my husband for regarding this, and I'll, I'll come back to you, okay? Okay, that's fine. Yeah. Just make sure- Like, I want to just know. Yeah. Yeah. Just make, just make sure that either way, if you decide that you want insurance or not, just make sure- Mm-hmm. ... you give us a call within that first 30 days after your first paycheck. Um, after that 30 days is up, they will automatically enroll you. Should that happen, if any deductions come out of your check after that point, those would be nonrefundable. Okay. All good. Uh- Go ahead. ... I'm asking, um, in case, suppose after, like, suppose I forgot to call you or something, after 30 days, they, when they deduct some, whatever money from my paycheck and all, and after that, I can cancel the enrollment, right? Yeah, no, you can, you can always give us- Okay. ... a call to cancel the insurance plan- Cancel. Okay. ... after that. Uh, just be aware that- Mm-hmm. ... at that point, any premiums deducted would be nonrefundable. Oh, yeah, I got you. Means after 30 days, it will be done automatically, but if I call you earlier, then nothing will be deducted. That's Correct, correct. Okay. All right. All right. Got you now. Thank you. Thank you so much. But if I don't want this, then I'll call you back. All right then. Was there anything else I could help with for right now? Uh, no, thank you. Thank you. I really appreciate for your help. Thank you. No problem. Thanks again for calling. You have a wonderful day. You too. Thank you. You're welcome. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. Um, good morning. Uh, it's, uh, recruited by Crown Staffing Service. So I just got a message regarding, uh, to maybe enrollment for the benefits to call this number.

Speaker speaker_1: Okay. Um, yeah, we're the plan administrator for the health insurance benefits for Crown Staffing. Um, w- uh, did you receive a message saying that you were eligible for insurance or something about, like, automatic enrollment?

Speaker speaker_2: No, it says, uh, "You are opted for, uh, benefits."

Speaker speaker_1: Yeah. Okay. So yeah, that's, that's their, uh, that's their message to advise that part of their policy is n- for their new hires is to automatically enroll them into a health insurance plan, uh, 30 days after your first check, I believe. Um, if you don't want that insurance plan, just let me know. I'll just need to get a little bit of information from you and, uh, in order to locate a file and, uh, opt you out.

Speaker speaker_2: So basically, they already, uh, like, I already enrolled in, uh, the, uh, health benefits? Is it like that?

Speaker speaker_1: Mm, mm, no, I... Well, I don't know if you've enrolled or not, but that message is letting you know that if you take no action, if you do nothing, then Crown will automatically enroll you 30 days after your first check.

Speaker speaker_2: So, uh, uh, how would I know? I go to... I should go to Crown Staffing Service?

Speaker speaker_1: No. So, so the, the text message is them letting you know that they'll do that. Um, if you don't want that to happen, just let me know, and I can make sure that that doesn't happen. But this text message is their e- their, like, their message to you letting you know that, "Hey, if you don't do anything, you'll be opted into this insurance. If you don't want this insurance, call this number, let them know." That's, you know, that's where we come in. We, we make sure that you don't get enrolled into that kind of thing.

Speaker speaker_2: Yeah. But, but, uh, like, if I automatically... Suppose they put me automatically in the benefit section. So how would I know that what, what benefits I got, like dental, health, or vision, or...

Speaker speaker_1: The plan that-

Speaker speaker_2: ... or what percentage?

Speaker speaker_1: The plan that they automatically enroll their new hires into is called the Stay Healthy TeleRX Plan. This plan covers things like physicals, vaccinations, cancer screenings, things like that. It's preventative care, medical only.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, so, like, regular doctor's visits, hospital visits, so on and so forth, those are not covered by this plan. It also does cover, uh, prescription coverage through a membership for the FreeRx program. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But it is medical only. Any- anything like dental or vision or anything like that is not part of the plan that they automatically-

Speaker speaker_2: Okay.

Speaker speaker_1: ... enroll you into.

Speaker speaker_2: So it's only medical one? Not, not, no dental, no vision?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. And in, uh, medical, if, if the regular checkup with the doctors or the e- the, it, it doesn't cover that, right?

Speaker speaker_1: It, it's just for preventative care services. So only things like physicals, vaccinations, cancer screenings, uh, pap smears, mammograms, uh, services like that.

Speaker speaker_2: Okay, so those services, they're covered?

Speaker speaker_1: Correct. But if, but if you are sick or if you're injured or anything like that, if you need to go to the doctor because there's something wrong, um, then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... then no. That, that's not covered by that plan.

Speaker speaker_2: Oh, okay. All good. Then I'll, let me, let me talk to my husband for regarding this, and I'll, I'll come back to you, okay?

Speaker speaker_1: Okay, that's fine. Yeah. Just make sure-

Speaker speaker_2: Like, I want to just know. Yeah.

Speaker speaker_1: Yeah. Just make, just make sure that either way, if you decide that you want insurance or not, just make sure-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you give us a call within that first 30 days after your first paycheck. Um, after that 30 days is up, they will automatically enroll you. Should that happen, if any deductions come out of your check after that point, those would be nonrefundable.

Speaker speaker_2: Okay. All good. Uh-

Speaker speaker_1: Go ahead.

Speaker speaker_2: ... I'm asking, um, in case, suppose after, like, suppose I forgot to call you or something, after 30 days, they, when they deduct some, whatever money from my paycheck and all, and after that, I can cancel the enrollment, right?

Speaker speaker_1: Yeah, no, you can, you can always give us-

Speaker speaker_2: Okay.

Speaker speaker_1: ... a call to cancel the insurance plan-

Speaker speaker_2: Cancel. Okay.

Speaker speaker_1: ... after that. Uh, just be aware that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... at that point, any premiums deducted would be nonrefundable.

Speaker speaker_2: Oh, yeah, I got you. Means after 30 days, it will be done automatically, but if I call you earlier, then nothing will be deducted. That's

Speaker speaker_1: Correct, correct.

Speaker speaker_2: Okay. All right. All right. Got you now. Thank you. Thank you so much. But if I don't want this, then I'll call you back.

Speaker speaker_1: All right then. Was there anything else I could help with for right now?

Speaker speaker_2: Uh, no, thank you. Thank you. I really appreciate for your help. Thank you.

Speaker speaker_1: No problem. Thanks again for calling. You have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.