

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? Yeah, bro, I'm not... I'm not claiming them. I have three- Hello, thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, excuse me. Uh, I'm calling because, uh, I'm having trouble with my insurance card right now. Oh, okay. What staffing company do you work with? It's... It's... It's, uh, Crown. And the last four of your social? Uh... Give me one second, sir. Okay. 1804. All right. Your first and last name? Juan Ramirez. Thank you. Mr. Ramirez, could you verify your address and your date of birth, please? 427 North Hamilton Avenue in Villa Park, Illinois. And my, uh... My, uh, date of birth is July 5th, 1993. Thank you. Phone on file we have is 331-307-8301. Is that correct? Yes. Okay. And you said you were having some trouble using your insurance? Yeah, they're saying that I came to get a physical and, uh, they said that, uh, that my, uh... that my insurance is no longer active from, uh... since, uh, February 11th of 2024. That is correct. It looks like we stopped seeing any deductions around that time. Maybe you had, uh, gone on like a... you had a break between assignments or something. But there was a long enough gap where there were no deductions coming out of any sort of paychecks to pay for the insurance premium, meaning your coverage did eventually terminate on its own. Um, now, we are eligible to enroll you... to re-enroll you into that plan and reinstate that, but it would be moving forward. Uh, take about a week or two for everything to go back through. Mm-hmm. Additionally, Crown's also an... in open enrollment if you wanted to make any changes to that. Um, but did you just want to reinstate the previous coverage you had for the preventative care services? Yes. Okay. We can get that done for you. That's \$15.62 per week. Do you authorize Crown to make those deductions? Okay. Yes. Okay. So, it's going to take one to two weeks for this to process. Once everything processes, you'll start seeing those deductions coming back out of your checks. The Monday after that first- Okay. ... deduction is when your policy is effective again, and you'll be able to use it again. Your ID card should just reactivate. Okay. So... So, it's gonna be... it's gonna take two weeks, right? It's going to take one to two weeks, sir, yes, and you'll have to wait until you see those deductions coming out again. Uh, that... Yes. So, you'll just have to wait. Okay. Uh, excuse me. And I also have... I just have another question, sir. If... If, uh... It's 'cause... What doesn't make sense to me is that I didn't start working at Crown until, uh, March 4th of 2024. And that was... That was basically, a h- a whole month before I started when my insurance supposedly stopped, uh, working. We show it looks like you've had this insurance since August of 2023. Um, it would have been, like, through any sort of assignments through Crown Staffing. So, not just the specific assignment that you're on now. But again, there... there was a gap long enough without any deductions to l- to lead to the coverage ending, but we can go ahead and reinstate that for you. Okay. Okay. Is this Crown s-... Is this Crown's, uh, staffing office or is this Crown where

I'm working at? The... Who you're calling right now? No, this is Benefits in a Card. Yeah. We're... We just partner with Crown to... to, uh, offer the health insurance benefits and get you enrolled, but we're not Crown Staffing itself. Oh, okay. Okay. All right. Anything else? No, that's it. You know what, uh, can you... can you just, uh, wait until I ca- I give you a call back, uh, so you guys can start taking, uh, the money out of my insurance, uh, insurance thing? So, did you want... So, do you want to not reinstate then? No, not yet. I wanna... I wanna talk to my, uh... to my, uh, supervisor first. All right. We'll reverse the reinstatement. Was there anything else? No, that's it. All right. Thanks for calling and have a good day. All right. Thank you.

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: Yeah, bro, I'm not... I'm not claiming them. I have three-

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

Speaker speaker_2: Uh, excuse me. Uh, I'm calling because, uh, I'm having trouble with my insurance card right now.

Speaker speaker_1: Oh, okay. What staffing company do you work with?

Speaker speaker_2: It's... It's... It's, uh, Crown.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh... Give me one second, sir.

Speaker speaker_1: Okay.

Speaker speaker_2: 1804.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Juan Ramirez.

Speaker speaker_1: Thank you. Mr. Ramirez, could you verify your address and your date of birth, please?

Speaker speaker_2: 427 North Hamilton Avenue in Villa Park, Illinois. And my, uh... My, uh, date of birth is July 5th, 1993.

Speaker speaker_1: Thank you. Phone on file we have is 331-307-8301. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And you said you were having some trouble using your insurance?

Speaker speaker_2: Yeah, they're saying that I came to get a physical and, uh, they said that, uh, that my, uh... that my insurance is no longer active from, uh... since, uh, February 11th of 2024.

Speaker speaker_1: That is correct. It looks like we stopped seeing any deductions around that time. Maybe you had, uh, gone on like a... you had a break between assignments or something. But there was a long enough gap where there were no deductions coming out of any sort of paychecks to pay for the insurance premium, meaning your coverage did eventually terminate on its own. Um, now, we are eligible to enroll you... to re-enroll you into that plan and reinstate that, but it would be moving forward. Uh, take about a week or two for everything to go back through.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Additionally, Crown's also an... in open enrollment if you wanted to make any changes to that. Um, but did you just want to reinstate the previous coverage you had for the preventative care services?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. We can get that done for you. That's \$15.62 per week. Do you authorize Crown to make those deductions?

Speaker speaker_2: Okay. Yes.

Speaker speaker_1: Okay. So, it's going to take one to two weeks for this to process. Once everything processes, you'll start seeing those deductions coming back out of your checks. The Monday after that first-

Speaker speaker_2: Okay.

Speaker speaker_1: ... deduction is when your policy is effective again, and you'll be able to use it again. Your ID card should just reactivate.

Speaker speaker_2: Okay. So... So, it's gonna be... it's gonna take two weeks, right?

Speaker speaker_1: It's going to take one to two weeks, sir, yes, and you'll have to wait until you see those deductions coming out again. Uh, that... Yes. So, you'll just have to wait.

Speaker speaker_2: Okay. Uh, excuse me. And I also have... I just have another question, sir. If... If, uh... It's 'cause... What doesn't make sense to me is that I didn't start working at Crown until, uh, March 4th of 2024. And that was... That was basically, a h- a whole month before I started when my insurance supposedly stopped, uh, working.

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Speaker speaker_2: Okay. Okay. Is this Crown s-... Is this Crown's, uh, staffing office or is this Crown where I'm working at?

Speaker speaker_1: The... Who you're calling right now? No, this is Benefits in a Card.

Speaker speaker_2: Yeah.

Speaker speaker_1: We're... We just partner with Crown to... to, uh, offer the health insurance benefits and get you enrolled, but we're not Crown Staffing itself.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, th- that's it. You know what, uh, can you... can you just, uh, wait until I ca- I give you a call back, uh, so you guys can start taking, uh, the money out of my insurance, uh, insurance thing?

Speaker speaker_1: So, did you want... So, do you want to not reinstate then?

Speaker speaker_2: No, not yet. I wanna... I wanna talk to my, uh... to my, uh, supervisor first.

Speaker speaker_1: All right. We'll reverse the reinstatement. Was there anything else?

Speaker speaker_2: No, that's it.

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

Speaker speaker_2: All right. Thank you.