

Transcript: Estefania

Acevedo-4844616491155456-5598768557146112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accords. My name is Stephanie. How can I assist you? Uh, I just got a, um... just got a text calling this number. Something about my benefits. I just started working for Crown a couple weeks ago. Okay. Um, what exactly does it say? Uh, let me get to it. Hold on. You still there? Yes, sir. Yeah. It's, um, uh, "Congratulation on your job with Crown. You will be opted into benefits within 30 days. Call, call BIC at this number to make changes before your window closes." Okay. Um, so- Yeah. ... that's technically just letting you know that you have 30 days from the day that you received your first check to enroll into additional benefits. They do auto enroll their members into a preventative healthcare plan called the MUC Tele-RS which covers like your annuals, some vaccines, some cancer screenings, some SC screens. But to keep it you would have to be getting deductions out of your check. Um, they also offer additional plans that you could add on to that coverage. But it's completely optional. If you would be interested into getting healthcare benefits through Crown, this would be your window to start selecting them. And if you don't, um, I can go ahead and opt you out before they auto enroll you into that plan 'cause they do, uh, they do do weekly deductions out of your paycheck. Yeah. Uh, can you give me any... Uh, can you mail it, the information so I can see what they on paper? Uh. Yeah. Give me my PO. Yeah. So I could, um, email you the plans and stuff through- Yeah. ... a benefit guide. Um, but to open your file up I would need the last four of your social just 'cause we are the healthcare administrators for a lot of different agencies. Yeah. Uh, 6112. Okay. And then can I please get your first and last name? It's William Marling. Should be under William Marling. Okay. M-A-R-L-I-N-G. How long have you been with them? Uh, I just got my first week paycheck or been, been two weeks I think. Okay. I've been at work. Yeah. I just got a paycheck- That's fine. ... last weekend. Gotcha. Um, you're still not in our system, so either we can do two things. Either you can be calling throughout the week to see if they have sent your information over to us or I can go ahead and create a file. But to create a file I would need your full information like your full social address and whatever you feel comfortable with. You could either call throughout the week or I could go ahead and create it, but it's your choice. Yeah, I'll let them go ahead and create it then because I gotta- Okay. Yeah, that's fine. What I gotta do, I gotta, uh, get back with them and see if they're gonna pay... There's, I got some information there, some questions too about what's going on. Okay. Yeah, that's fine. Yes, sir. Yeah, that's fine. Um, like I said, you can just be calling throughout the week, um, because I still don't see you in our file. Yeah. But you're welcome to just call throughout the week to see. Okay, we'll do that. All right. Okay. Well, thank you for calling. Thank you. Have a good one. Bye. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accords. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, I just got a, um... just got a text calling this number. Something about my benefits. I just started working for Crown a couple weeks ago.

Speaker speaker_0: Okay. Um, what exactly does it say?

Speaker speaker_1: Uh, let me get to it. Hold on. You still there?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah. It's, um, uh, "Congratulation on your job with Crown. You will be opted into benefits within 30 days. Call, call BIC at this number to make changes before your window closes."

Speaker speaker_0: Okay. Um, so-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that's technically just letting you know that you have 30 days from the day that you received your first check to enroll into additional benefits. They do auto enroll their members into a preventative healthcare plan called the MUC Tele-RS which covers like your annuals, some vaccines, some cancer screenings, some SC screens. But to keep it you would have to be getting deductions out of your check. Um, they also offer additional plans that you could add on to that coverage. But it's completely optional. If you would be interested into getting healthcare benefits through Crown, this would be your window to start selecting them. And if you don't, um, I can go ahead and opt you out before they auto enroll you into that plan 'cause they do, uh, they do do weekly deductions out of your paycheck.

Speaker speaker_1: Yeah. Uh, can you give me any... Uh, can you mail it, the information so I can see what they on paper? Uh.

Speaker speaker_0: Yeah.

Speaker speaker_1: Give me my PO. Yeah.

Speaker speaker_0: So I could, um, email you the plans and stuff through-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... a benefit guide. Um, but to open your file up I would need the last four of your social just 'cause we are the healthcare administrators for a lot of different agencies.

Speaker speaker_1: Yeah. Uh, 6112.

Speaker speaker_0: Okay. And then can I please get your first and last name?

Speaker speaker_1: It's William Marling. Should be under William Marling.

Speaker speaker_0: Okay.

Speaker speaker_1: M-A-R-L-I-N-G.

Speaker speaker_0: How long have you been with them?

Speaker speaker_1: Uh, I just got my first week paycheck or been, been two weeks I think.

Speaker speaker_0: Okay.

Speaker speaker_1: I've been at work. Yeah. I just got a paycheck-

Speaker speaker_0: That's fine.

Speaker speaker_1: ... last weekend.

Speaker speaker_0: Gotcha. Um, you're still not in our system, so either we can do two things. Either you can be calling throughout the week to see if they have sent your information over to us or I can go ahead and create a file. But to create a file I would need your full information like your full social address and whatever you feel comfortable with. You could either call throughout the week or I could go ahead and create it, but it's your choice.

Speaker speaker_1: Yeah, I'll let them go ahead and create it then because I gotta-

Speaker speaker_0: Okay. Yeah, that's fine.

Speaker speaker_1: What I gotta do, I gotta, uh, get back with them and see if they're gonna pay... There's, I got some information there, some questions too about what's going on.

Speaker speaker_0: Okay. Yeah, that's fine. Yes, sir. Yeah, that's fine. Um, like I said, you can just be calling throughout the week, um, because I still don't see you in our file.

Speaker speaker_1: Yeah.

Speaker speaker_0: But you're welcome to just call throughout the week to see.

Speaker speaker_1: Okay, we'll do that.

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: Well, thank you for calling.

Speaker speaker_1: Thank you. Have a good one.

Speaker speaker_0: Bye. Have a nice day.

Speaker speaker_1: You too.