

## Transcript: Franchesca

**Baez-5808943007744000-6363532928958464**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Hello. My name is Jessica with Benefits in a Car. I'm calling on behalf of Crown Services to speak with Mr. Abdine, sorry if I mispronounced it. Yeah, you said Crown Staffing? Yes, sir. Okay, this is me. So we were calling back in regards to the text message that you received yesterday which you replied to, "Yaaaa," um, with four additional A's. We were just calling to make sure you're understanding that your staffing company have auto enrollment. You said add on moments? No, auto. Automatic enrollment. Uh, like what is it for? The dental stuff? No, they enrolled you into a medical preventative care plan. Okay, and am I like being charged for it monthly? Like you said, um, they just, uh, they already enrolled me in it? So you haven't been enrolled yet. It will be \$15.62 per paycheck, so I was just calling to confirm that you're currently accepting the auto enrollment or that you want to enroll into benefits with them, because they are having their company open enrollment period at the moment. Okay. But if I do it with them, then it's probably gonna be a lot cheaper, right? I wouldn't be able to answer that because I'm not sure what you're comparing it to. Um, I can however give you the price for their dental plan. It is \$3.52 per paycheck. Okay. Okay. And, uh, so what does this, um, one that they gave me there a- al- already enrolled with includes? Would you know? No, sir. Like I said, you're not currently enrolled into anything. They haven't yet- Okay, okay. ... auto enrolled you into anything as of yet. Okay. Yeah, I didn't- All right. How about they just wait and, uh, just do it, do it anyway. If that's okay. Well, like you wanna be auto enrolled into the medical preventative care plan? Yeah, what's the difference between those two? They're completely different services. The one that y- we just went over is dental and the one that they're enrolling you into is only medical preventative. So that's only gonna cover your screening for blood pressure, iron deficiency, that preventative canceling for like a healthy diet, avoiding UV exposures from the sun, your preventative immunizations like the influenza, tetanus or varicella along with your generic prescriptions like vitamins and statins. It will come with a virtual urgent care package along with a free Rx membership for the medications. But keep in mind since it is preventative it's not gonna cover any hospital indemnity services. Those are what they categorize as your urgent care, emergency room, doctor visits or surgeries. Those things are not covered under this plan and it does require network. Okay, okay. Yeah, I will, I will not, uh, I don't want to enroll today. Okay. I'll process a declination in our system for you then. Okay, okay. I appreciate that. Thanks. Of course. You have all the way to January the 3rd in the event that you still want to enroll into the medical, I mean to the dental plan. You can simply give us a call back at this number. Okay, that sounds good. Appreciate it. No problem. Hope you have a wonderful rest of your day and thank you for your time. All right. You too. Thanks.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good morning.

Speaker speaker\_1: Hello.

Speaker speaker\_2: My name is Jessica with Benefits in a Car. I'm calling on behalf of Crown Services to speak with Mr. Abdine, sorry if I mispronounced it.

Speaker speaker\_1: Yeah, you said Crown Staffing?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, this is me.

Speaker speaker\_2: So we were calling back in regards to the text message that you received yesterday which you replied to, "Yaaaaa," um, with four additional A's. We were just calling to make sure you're understanding that your staffing company have auto enrollment.

Speaker speaker\_1: You said add on moments?

Speaker speaker\_2: No, auto. Automatic enrollment.

Speaker speaker\_1: Uh, like what is it for? The dental stuff?

Speaker speaker\_2: No, they enrolled you into a medical preventative care plan.

Speaker speaker\_1: Okay, and am I like being charged for it monthly? Like you said, um, they just, uh, they already enrolled me in it?

Speaker speaker\_2: So you haven't been enrolled yet. It will be \$15.62 per paycheck, so I was just calling to confirm that you're currently accepting the auto enrollment or that you want to enroll into benefits with them, because they are having their company open enrollment period at the moment.

Speaker speaker\_1: Okay. But if I do it with them, then it's probably gonna be a lot cheaper, right?

Speaker speaker\_2: I wouldn't be able to answer that because I'm not sure what you're comparing it to. Um, I can however give you the price for their dental plan. It is \$3.52 per paycheck.

Speaker speaker\_1: Okay. Okay. And, uh, so what does this, um, one that they gave me there a- al- already enrolled with includes? Would you know?

Speaker speaker\_2: No, sir. Like I said, you're not currently enrolled into anything. They haven't yet-

Speaker speaker\_1: Okay, okay.

Speaker speaker\_2: ... auto enrolled you into anything as of yet.

Speaker speaker\_1: Okay. Yeah, I didn't-

Speaker speaker\_2: All right.

Speaker speaker\_1: How about they just wait and, uh, just do it, do it anyway. If that's okay.

Speaker speaker\_2: Well, like you wanna be auto enrolled into the medical preventative care plan?

Speaker speaker\_1: Yeah, what's the difference between those two?

Speaker speaker\_2: They're completely different services. The one that y- we just went over is dental and the one that they're enrolling you into is only medical preventative. So that's only gonna cover your screening for blood pressure, iron deficiency, that preventative counseling for like a healthy diet, avoiding UV exposures from the sun, your preventative immunizations like the influenza, tetanus or varicella along with your generic prescriptions like vitamins and statins. It will come with a virtual urgent care package along with a free Rx membership for the medications. But keep in mind since it is preventative it's not gonna cover any hospital indemnity services. Those are what they categorize as your urgent care, emergency room, doctor visits or surgeries. Those things are not covered under this plan and it does require network.

Speaker speaker\_1: Okay, okay. Yeah, I will, I will not, uh, I don't want to enroll today.

Speaker speaker\_2: Okay. I'll process a declination in our system for you then.

Speaker speaker\_1: Okay, okay. I appreciate that. Thanks.

Speaker speaker\_2: Of course. You have all the way to January the 3rd in the event that you still want to enroll into the medical, I mean to the dental plan. You can simply give us a call back at this number.

Speaker speaker\_1: Okay, that sounds good. Appreciate it.

Speaker speaker\_2: No problem. Hope you have a wonderful rest of your day and thank you for your time.

Speaker speaker\_1: All right. You too. Thanks.