

Transcript: Francesca

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Full Transcript

Good morning. Thank you for calling Benefits at Accor. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Steven Brown. I started with Crown Services at Oakwood in Somerset, Kentucky on February 3rd, and I just found my benefits book to give y'all a call to set up. All right. Let's go ahead, take a look and see if you're eligible. What are the last four of the Social? 4089. And we did sit down with Crown Staffing, right? Yes, ma'am... I've been in the process of moving, and I just found my book this weekend. Okay. Um... when did you start working with them? February 3rd. And you're sure the last four of that Social is 4081? 4089. 4089? Yes, ma'am. There we go. Can you verify the last four of the s- I mean, your full address and date of birth? The address on file should be 581 Goldbug Church Road, Williamsburg, Kentucky 40769. Date of birth is December 19, 1981. Uh, best contact 606-304-1439? That is correct. Yes, ma'am. And we have your email down as steven.brown8119@outlook.com. That is correct. And then we also have kopenhagencowboy2000@gmail.com. That's correct. All right. Okay, so, yes, this is actually your last week for the enrollment. Saturday is the very last day, so you are still good to go t-for enrolling. Do you know which plan specifically you wanted to be enrolled into? Yes, ma'am, I do. I have them highlighted. All right. You can go ahead whenever you wish to. I wanted to get the VP- VIP Classic. And will you be putting any dependent on the policy or just yourself? Just myself. All right, and which other plan aside from VIP Classic? I wanted to get the Vision. All right. Dental. Which other plan? Mm-hmm. The Dental plan. All right. And last, Behavioral Health. All right, any other plans? That's it. Okay, so have you done with VIP Classic, Dental, Vision, and Behavior Health? Yes, ma'am. Did you need me to go over what any of those plans covered? Uh, on the health, what does it cover as far as medications go, or doesn't? 'Cause I didn't see that in there. So far as medication goes, that plan has a packet with Pharmaville prescriptions, which will be the carrier for the prescriptions. They have a tier system of \$10, \$20, or \$30 for the generic prescriptions. Okay. Depending on where your prescription falls, that will be what you pay out of pocket, and then they provide a discount on non-generic prescriptions. Okay. That was my biggest question. I guess, my last and final question is, when would this plan go into effect? So once we submit the enrollment, it will take roughly one to two weeks for your staffing company to make the deductions. And then when you see the very first deduction being made, following Monday, coverage will be effective. And then from that week of activation- Okay. ... Friday is when your carrier sends out your benefit cards. So in about three weeks? Give or take, yes, sir. Give or take. Okay. That's better than what I was expecting. I was thinking it was gonna be closer to three months. Oh. My last job made me wait three months before I could get insurance. It could be 'cause those were major medical insurance that we're offering with the staffing companies as your PPO limited plans. They don't take as long for you enrolled into them. Okay. That- Okay then, I just

need the- ... works for me. Great. And I'm sorry. I was gonna say, I just need the verbal authorization that you are authorizing Crown Services to make the deduction of \$26.03 per paycheck for the benefit plans you have selected. I completely agree to it. All right, so you are all set, Mr. Brown. If you were looking to make any changes to this policy, you have 'til Friday the 14th to make them, um, due to the fact that Saturday, Sundays, we're closed. Okay. All right. Was there anything else I can assist you with today? That's it. All right. It was a pleasure assisting you. I hope you have a wonderful rest of your day. You do the same. Thank you. Thank you. Bye-bye. Mm, bye-bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits at Accor. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. My name is Steven Brown. I started with Crown Services at Oakwood in Somerset, Kentucky on February 3rd, and I just found my benefits book to give y'all a call to set up.

Speaker speaker_0: All right. Let's go ahead, take a look and see if you're eligible. What are the last four of the Social?

Speaker speaker_1: 4089.

Speaker speaker_0: And we did sit down with Crown Staffing, right?

Speaker speaker_1: Yes, ma'am... I've been in the process of moving, and I just found my book this weekend.

Speaker speaker_0: Okay. Um... when did you start working with them?

Speaker speaker_1: February 3rd.

Speaker speaker_0: And you're sure the last four of that Social is 4081?

Speaker speaker_1: 4089.

Speaker speaker_0: 4089?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: There we go. Can you verify the last four of the s- I mean, your full address and date of birth?

Speaker speaker_1: The address on file should be 581 Goldbug Church Road, Williamsburg, Kentucky 40769. Date of birth is December 19, 1981.

Speaker speaker_0: Uh, best contact 606-304-1439?

Speaker speaker_1: That is correct. Yes, ma'am.

Speaker speaker_0: And we have your email down as steven.brown8119@outlook.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: And then we also have kopenhagencowboy2000@gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. Okay, so, yes, this is actually your last week for the enrollment. Saturday is the very last day, so you are still good to go t- for enrolling. Do you know which plan specifically you wanted to be enrolled into?

Speaker speaker_1: Yes, ma'am, I do. I have them highlighted.

Speaker speaker_0: All right. You can go ahead whenever you wish to.

Speaker speaker_1: I wanted to get the VP- VIP Classic.

Speaker speaker_0: And will you be putting any dependent on the policy or just yourself?

Speaker speaker_1: Just myself.

Speaker speaker_0: All right, and which other plan aside from VIP Classic?

Speaker speaker_1: I wanted to get the Vision.

Speaker speaker_0: All right.

Speaker speaker_1: Dental.

Speaker speaker_0: Which other plan? Mm-hmm.

Speaker speaker_1: The Dental plan.

Speaker speaker_0: All right.

Speaker speaker_1: And last, Behavioral Health.

Speaker speaker_0: All right, any other plans?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay, so have you done with VIP Classic, Dental, Vision, and Behavior Health?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Did you need me to go over what any of those plans covered?

Speaker speaker_1: Uh, on the health, what does it cover as far as medications go, or doesn't? 'Cause I didn't see that in there.

Speaker speaker_0: So far as medication goes, that plan has a packet with Pharmaville prescriptions, which will be the carrier for the prescriptions. They have a tier system of \$10, \$20, or \$30 for the generic prescriptions.

Speaker speaker_1: Okay.

Speaker speaker_0: Depending on where your prescription falls, that will be what you pay out of pocket, and then they provide a discount on non-generic prescriptions.

Speaker speaker_1: Okay. That was my biggest question. I guess, my last and final question is, when would this plan go into effect?

Speaker speaker_0: So once we submit the enrollment, it will take roughly one to two weeks for your staffing company to make the deductions. And then when you see the very first deduction being made, following Monday, coverage will be effective. And then from that week of activation-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Friday is when your carrier sends out your benefit cards.

Speaker speaker_1: So in about three weeks?

Speaker speaker_0: Give or take, yes, sir.

Speaker speaker_1: Give or take. Okay. That's better than what I was expecting. I was thinking it was gonna be closer to three months.

Speaker speaker_0: Oh.

Speaker speaker_1: My last job made me wait three months before I could get insurance.

Speaker speaker_0: It could be 'cause those were major medical insurance that we're offering with the staffing companies as your PPO limited plans. They don't take as long for you enrolled into them.

Speaker speaker_1: Okay. That-

Speaker speaker_0: Okay then, I just need the-

Speaker speaker_1: ... works for me.

Speaker speaker_0: Great. And I'm sorry. I was gonna say, I just need the verbal authorization that you are authorizing Crown Services to make the deduction of \$26.03 per paycheck for the benefit plans you have selected.

Speaker speaker_1: I completely agree to it.

Speaker speaker_0: All right, so you are all set, Mr. Brown. If you were looking to make any changes to this policy, you have 'til Friday the 14th to make them, um, due to the fact that Saturday, Sundays, we're closed.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else I can assist you with today?

Speaker speaker_1: That's it.

Speaker speaker_0: All right. It was a pleasure assisting you. I hope you have a wonderful rest of your day.

Speaker speaker_1: You do the same. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Mm, bye-bye.