

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, um, so I have a doctor's appointment for tomorrow. I just got insurance through you guys through Crown, and, uh, I don't have an insurance card or anything like that. I'm wondering if I can get the stuff I need to give to my doctor emailed to me and verify that everything's all good. Um, yeah, let me check on that. So, Crown Services, what's the last four of your Social? 1788. And your first and last name? Steven Hedrick Van Briggles. And for security purposes, can you verify your home address, including city, state and zip code, Steven? Um, yes, I'm in the middle of a move. It's probably gonna be 70 Platinum Lane, Eubank, Kentucky. Looks like I have a Virginia address on file. Okay, then it will be 38513 Stephens Road, Lovesville, Virginia. And your date of birth? 11/06/1994. And a good telephone number has 571-623-0372. That is correct. And, uh, can I make sure that the, uh, mailing address is 270 Platinum Lane in Eubank, Kentucky? Okay. Let's see. So 70 Platinum Lane? Yeah. I don't know the zip code off the top of my head. I just got here last month. Well, uh, what was the city, one more time? Eubank. Eubank, B-A-N-K. Seven... And the good email I have is steven.hvanbiggles at Gmail? Yes. And actually- Okay. ... funny enough, you're one of the few people that have ever pronounced that correctly. Awesome. Good to know. So let's see here. Um, so looking at the file, it looks like you are eligible to be enrolled in the Crown Services benefits, um, but you're not currently enrolled. Uh, did you submit a document or anything like that? Yeah. No. I went into the office, and we submitted for, uh, me to get insurance last month, and it was supposed to start at the first of this month. Mm. 'Cause our insurance usually doesn't start on the first of a month. Usually a pending enrollment process that takes one to two weeks from the date you submitted it, but I'm not seeing- Oh. ... anywhere, uh, did you log into the portal or what, what, what, what did you do? Uh, n- no. I went into, uh, Crown, and we, uh, did the documents because I've... I, I'm trying to get a house at least. I don't have a computer or anything right now. So I did everything in the office. Okay. Just looking at it, yeah, I'm not seeing anything that was submitted or anything like that, or even a time where you accessed the, the profile or anything. Um, if you remember those elections by any chance, I mean, I can get this process started for you. But there's, uh, a pending enrollment process which takes one to two weeks to go through. Uh, if I'm not being enrolled right now, yeah, let's enroll me. Um, maybe I did something wrong. Okay. So let's see. And do you remember your elections or no? What do you mean my elections? I don't know what you mean by that. Like what, like what you wanted to be enrolled into. Oh, I was just doing, um, the Self, and, uh, I was gonna do the dental and vision as well. But just the premium Self that was like, I think 30 bucks a paycheck or something like that. Let's see. 'Cause they have the two VIP plans which cover hospitals, doctors and medications ranging from \$17.07 to \$18.86. And then they have the MEC Enhanced for \$42.76, which is a combination of both

preventative plus hospital, doctor and medication coverage. Uh, is, is that the top tier that's the best I can get with a small co-pay? That's the highest tier that's offered through Crown. Yes, sir. Uh, let me just do that for Self. You said it's like \$50 a month? \$42.76. I mean, a paycheck. Yes, sir. Okay. Yeah, let's do it. As well as dental and vision? Yeah, those are like five bucks apiece, right? Uh, yes. Dental would be \$3.52 while vision's \$2.15. Yep, sign me up for all of it. Oh, so doing those three would make your total deductions \$48.43 per week. Do you authorize Crown Services to make the deduction for you? I, I allow that, yes. Okay. Um, so like I said earlier, how this pending enrollment process works, it will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$48.43 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Okay. Seven to 10 business days later, you'll receive your policy and ID card information in the mail. Other than that, Steven, is there anything else I can help you out with today? Um, and that ID card will go to 70 Platinum Lane, correct? Correct. Yes, sir. So whenever you do call us, uh, back next time, just verify the demographic at 70 Platinum Lane as your home address. Okay. Yep. No, that all sounds good. Awesome. Well, you have a wonderful day, okay? You too. Thank you so much for your help. You're welcome. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, um, so I have a doctor's appointment for tomorrow. I just got insurance through you guys through Crown, and, uh, I don't have an insurance card or anything like that. I'm wondering if I can get the stuff I need to give to my doctor emailed to me and verify that everything's all good.

Speaker speaker\_0: Um, yeah, let me check on that. So, Crown Services, what's the last four of your Social?

Speaker speaker\_1: 1788.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Steven Hedrick Van Briggles.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Steven?

Speaker speaker\_1: Um, yes, I'm in the middle of a move. It's probably gonna be 70 Platinum Lane, Eubank, Kentucky.

Speaker speaker\_0: Looks like I have a Virginia address on file.

Speaker speaker\_1: Okay, then it will be 38513 Stephens Road, Lovesville, Virginia.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 11/06/1994.

Speaker speaker\_0: And a good telephone number has 571-623-0372.

Speaker speaker\_1: That is correct. And, uh, can I make sure that the, uh, mailing address is 270 Platinum Lane in Eubank, Kentucky?

Speaker speaker\_0: Okay. Let's see. So 70 Platinum Lane?

Speaker speaker\_1: Yeah. I don't know the zip code off the top of my head. I just got here last month.

Speaker speaker\_0: Well, uh, what was the city, one more time?

Speaker speaker\_1: Eubank. Eubank, B-A-N-K.

Speaker speaker\_0: Seven... And the good email I have is steven.hvanbiggle at Gmail?

Speaker speaker\_1: Yes. And actually-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... funny enough, you're one of the few people that have ever pronounced that correctly.

Speaker speaker\_0: Awesome. Good to know. So let's see here. Um, so looking at the file, it looks like you are eligible to be enrolled in the Crown Services benefits, um, but you're not currently enrolled. Uh, did you submit a document or anything like that?

Speaker speaker\_1: Yeah. No. I went into the office, and we submitted for, uh, me to get insurance last month, and it was supposed to start at the first of this month.

Speaker speaker\_0: Mm. 'Cause our insurance usually doesn't start on the first of a month. Usually a pending enrollment process that takes one to two weeks from the date you submitted it, but I'm not seeing-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... anywhere, uh, did you log into the portal or what, what, what, what did you do?

Speaker speaker\_1: Uh, n- no. I went into, uh, Crown, and we, uh, did the documents because I've... I, I'm trying to get a house at least. I don't have a computer or anything right now. So I did everything in the office.

Speaker speaker\_0: Okay. Just looking at it, yeah, I'm not seeing anything that was submitted or anything like that, or even a time where you accessed the, the profile or anything. Um, if you remember those elections by any chance, I mean, I can get this process started for you. But there's, uh, a pending enrollment process which takes one to two weeks to go through.

Speaker speaker\_1: Uh, if I'm not being enrolled right now, yeah, let's enroll me. Um, maybe I did something wrong.

Speaker speaker\_0: Okay. So let's see. And do you remember your elections or no?

Speaker speaker\_1: What do you mean my elections? I don't know what you mean by that.

Speaker speaker\_0: Like what, like what you wanted to be enrolled into.

Speaker speaker\_1: Oh, I was just doing, um, the Self, and, uh, I was gonna do the dental and vision as well. But just the premium Self that was like, I think 30 bucks a paycheck or something like that.

Speaker speaker\_0: Let's see. 'Cause they have the two VIP plans which cover hospitals, doctors and medications ranging from \$17.07 to \$18.86. And then they have the MEC Enhanced for \$42.76, which is a combination of both preventative plus hospital, doctor and medication coverage.

Speaker speaker\_1: Uh, is, is that the top tier that's the best I can get with a small co-pay?

Speaker speaker\_0: That's the highest tier that's offered through Crown. Yes, sir.

Speaker speaker\_1: Uh, let me just do that for Self. You said it's like \$50 a month?

Speaker speaker\_0: \$42.76.

Speaker speaker\_1: I mean, a paycheck.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Yeah, let's do it.

Speaker speaker\_0: As well as dental and vision?

Speaker speaker\_1: Yeah, those are like five bucks apiece, right?

Speaker speaker\_0: Uh, yes. Dental would be \$3.52 while vision's \$2.15.

Speaker speaker\_1: Yep, sign me up for all of it.

Speaker speaker\_0: Oh, so doing those three would make your total deductions \$48.43 per week. Do you authorize Crown Services to make the deduction for you?

Speaker speaker\_1: I, I allow that, yes.

Speaker speaker\_0: Okay. Um, so like I said earlier, how this pending enrollment process works, it will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$48.43 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Seven to 10 business days later, you'll receive your policy and ID card information in the mail. Other than that, Steven, is there anything else I can help you out with today?

Speaker speaker\_1: Um, and that ID card will go to 70 Platinum Lane, correct?

Speaker speaker\_0: Correct. Yes, sir. So whenever you do call us, uh, back next time, just verify the demographic at 70 Platinum Lane as your home address.

Speaker speaker\_1: Okay. Yep. No, that all sounds good.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too. Thank you so much for your help.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye-bye.