

Transcript: Justin

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Full Transcript

Thank you for calling Benefits 10-a-Card. This is Justin. How can I help you today? Yes, I'm calling to get my policy number. Um, I have the... um, I see the... I got a email today about, like, activating my account with the virtual care. Benefits 10-a-Card dot com. Um, just trying to find my policy number on here. I don't see it at all. 10-a-Card- Yeah, let me check on that for you. Um, what's the staffing agency you work for? Uh, Crown Staffing. Crown Services, and last four of your Social? 4185. And what was your first and last name? In a tail fair. Tail fair, okay. And for security purposes, can you verify your home address, including city, state and zip code? Yeah. 7450 Georgia Highway 21, um, Apartment 726, Portland, Georgia 31407. And confirm your date of birth? Excuse me. It's, uh, 10/11/96. And a good telephone number has 912-659-3846? Yes. And the email address is last name first name at gmail.com? Yeah, last name first name at gmail. Okay, so looking at the calendar, it looks like you became active in the coverage as of today, so you should be receiving physical ID cards early next week. So whenever you did log in to or gain access to the account, the reason why your policy number wasn't there is because it does take the insurance carrier at least 72 hours to generate policy numbers. Um, but as of right now, you are currently active. However, we can email that ID card to you come Thursday or Friday of this week. I mean, I... like for virtual and then I'll still get the physical? Correct. Okay. Yeah, uh, for legal issues, I, I need it. Um, I need to have some type of policy number. You know, maybe... So it still is gonna take 72 hours to get that? Correct. Unfortunately, it, it does take 72 hours to generate policy numbers. I mean, I can provide you with the insurance carrier's telephone number if you wanted to call them. Yeah, yeah, yeah. That'd be fine. Okay. I just want- Just let me know whenever you're ready. 30 words. Okay, what is it? So the insurance carrier is 90 Degree Benefits. It's, it's 90... it's called... That's what the name of it is? Correct. It's called 90 Degree Benefits. All right. Let me type it in. Okay. And their telephone number is 800-833-4296. Okay. Sounds good. Um, is there anything else I could assist you with today? Um, no, sir. Oh, well, yeah, I mean, if you can... if y'all can email me the virtual, um, policy number. And then you said by next week I should be getting a physical? Yes. So if you did call Thursday or Friday of this week, we can email that information to you. Um, but as of right now, next week physical ID cards will be received at 7450, uh, your home address that's on file. Okay. Let me ask you, what all do y'all cover? Because I'm not sure, like, you know- Um, yeah. ... it's not really giving me much detail right now. Yeah. Um, so the MEC TeleRX, which is the auto-enrollment that Crown Services does, um, covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. However, there is a free RX subscription that goes along with that as well, which gives you free or discounted prescription coverage as well. That's it? That's correct. They don't have, like, no... They don't have, like, nothing, like, for, like, you know, like, major procedures or anything like

that? Doctor's visits, copays, like, nothing? Um, now they do offer other medical plans that do cover hospitals, doctors and medications. However, looking at the file, you never called to enroll in the benefits and you were just enrolled in their automatic plan, which is like- That's what they- ... preventative services. That's what they did. They, uh... So when I signed up for the job, you know, and I filled out all the information, all it says was check yes if you want to enroll, um, you know, if you wanted to be added. It doesn't give me, like, okay, choose your benefits plan. You know? So is there a way that I can upgrade that? Or I'd have to go through my employer to do that? Or is it too late? Um, so if you reach out to your employer, they're just gonna send you back to us. Um, so looking at the file, it looks like you're outside of your personal open enrollment period, which is 30 days from your first paycheck, so that's why you were enrolled into that medical plan, 'cause Crown auto-enrolls them, all, all the new hires into that medical plan usually 30 days after their first paycheck. Yeah, they never said anything. Well, it was in your onboarding paperwork- They did not ask for- ... that you signed. I asked them and they told me it was only one, you know, like one... I don't even know if they have, you know, vision and dental. I asked them about that. I asked them, you know, was... You know, I never got a email about enrolling in benefits. But I did see when I did apply that there was only, like, basically one option for the MEC plan, so that's all I knew about. Okay. Now I do know that it was an acknowledgement of the auto-enrollment on onboarding paperwork, because I know what the onboarding paperwork looks like with the client. Right. So if there's an acknowledgment for the automatic enrollment, you must selected yes for the automatic enrollment. Yeah, I didn't see anything about, you know, any other type of, you know, medical plan, so now I can't really upgrade. Correct. Is there any type of way I can, like, you know, re- Um, so the- You know, upgrade? So the o- The only way is to... if either if you experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, or waiting until Crown Services' next open enrollment period, which is sometime in December. Oh, man. That's a... Because I really asked them before all this started happening. I totally understand. Um, well, is there anything else I could assist you with today? No, sir. That's everything. But yeah, I would like to... I will, I will call this Thursday or Friday. Okay. Well, you have a wonderful day, okay? All right. You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-a-Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, I'm calling to get my policy number. Um, I have the... um, I see the... I got a email today about, like, activating my account with the virtual care. Benefits 10-a-Card dot com. Um, just trying to find my policy number on here. I don't see it at all. 10-a-Card-

Speaker speaker_0: Yeah, let me check on that for you. Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, Crown Staffing.

Speaker speaker_0: Crown Services, and last four of your Social?

Speaker speaker_1: 4185.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: In a tail fair.

Speaker speaker_0: Tail fair, okay. And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: Yeah. 7450 Georgia Highway 21, um, Apartment 726, Portland, Georgia 31407.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Excuse me. It's, uh, 10/11/'96.

Speaker speaker_0: And a good telephone number has 912-659-3846?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email address is last name first name at gmail.com?

Speaker speaker_1: Yeah, last name first name at gmail.

Speaker speaker_0: Okay, so looking at the calendar, it looks like you became active in the coverage as of today, so you should be receiving physical ID cards early next week. So whenever you did log in to or gain access to the account, the reason why your policy number wasn't there is because it does take the insurance carrier at least 72 hours to generate policy numbers. Um, but as of right now, you are currently active. However, we can email that ID card to you come Thursday or Friday of this week.

Speaker speaker_1: I mean, I... like for virtual and then I'll still get the physical?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Yeah, uh, for legal issues, I, I need it. Um, I need to have some type of policy number. You know, maybe... So it still is gonna take 72 hours to get that?

Speaker speaker_0: Correct. Unfortunately, it, it does take 72 hours to generate policy numbers. I mean, I can provide you with the insurance carrier's telephone number if you wanted to call them.

Speaker speaker_1: Yeah, yeah, yeah. That'd be fine.

Speaker speaker_0: Okay.

Speaker speaker_1: I just want-

Speaker speaker_0: Just let me know whenever you're ready.

Speaker speaker_1: 30 words. Okay, what is it?

Speaker speaker_0: So the insurance carrier is 90 Degree Benefits.

Speaker speaker_1: It's, it's 90... it's called... That's what the name of it is?

Speaker speaker_0: Correct. It's called 90 Degree Benefits.

Speaker speaker_1: All right. Let me type it in. Okay.

Speaker speaker_0: And their telephone number is 800-833-4296.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Um, is there anything else I could assist you with today?

Speaker speaker_1: Um, no, sir. Oh, well, yeah, I mean, if you can... if y'all can email me the virtual, um, policy number. And then you said by next week I should be getting a physical?

Speaker speaker_0: Yes. So if you did call Thursday or Friday of this week, we can email that information to you. Um, but as of right now, next week physical ID cards will be res- received at 7450, uh, your home address that's on file.

Speaker speaker_1: Okay. Let me ask you, what all do y'all cover? Because I'm not sure, like, you know-

Speaker speaker_0: Um, yeah.

Speaker speaker_1: ... it's not really giving me much detail right now.

Speaker speaker_0: Yeah. Um, so the MEC TeleRX, which is the auto-enrollment that Crown Services does, um, covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. However, there is a free RX subscription that goes along with that as well, which gives you free or discounted prescription coverage as well.

Speaker speaker_1: That's it?

Speaker speaker_0: That's correct.

Speaker speaker_1: They don't have, like, no... They don't have, like, nothing, like, for, like, you know, like, major procedures or anything like that? Doctor's visits, copays, like, nothing?

Speaker speaker_0: Um, now they do offer other medical plans that do cover hospitals, doctors and medications. However, looking at the file, you never called to enroll in the benefits and you were just enrolled in their automatic plan, which is like-

Speaker speaker_1: That's what they-

Speaker speaker_0: ... preventative services.

Speaker speaker_1: That's what they did. They, uh... So when I signed up for the job, you know, and I filled out all the information, all it says was check yes if you want to enroll, um, you know, if you wanted to be added. It doesn't give me, like, okay, choose your benefits plan. You know? So is there a way that I can upgrade that? Or I'd have to go through my employer

to do that? Or is it too late?

Speaker speaker_0: Um, so if you reach out to your employer, they're just gonna send you back to us. Um, so looking at the file, it looks like you're outside of your personal open enrollment period, which is 30 days from your first paycheck, so that's why you were enrolled into that medical plan, 'cause Crown auto-enrolls them, all, all the new hires into that medical plan usually 30 days after their first paycheck.

Speaker speaker_1: Yeah, they never said anything.

Speaker speaker_0: Well, it was in your onboarding paperwork-

Speaker speaker_1: They did not ask for-

Speaker speaker_0: ... that you signed.

Speaker speaker_1: I asked them and they told me it was only one, you know, like one... I don't even know if they have, you know, vision and dental. I asked them about that. I asked them, you know, was... You know, I never got a email about enrolling in benefits. But I did see when I did apply that there was only, like, basically one option for the MEC plan, so that's all I knew about.

Speaker speaker_0: Okay. Now I do know that it was an acknowledgement of the auto-enrollment on onboarding paperwork, because I know what the onboarding paperwork looks like with the client.

Speaker speaker_1: Right.

Speaker speaker_0: So if there's an acknowledgment for the automatic enrollment, you must selected yes for the automatic enrollment.

Speaker speaker_1: Yeah, I didn't see anything about, you know, any other type of, you know, medical plan, so now I can't really upgrade.

Speaker speaker_0: Correct.

Speaker speaker_1: Is there any type of way I can, like, you know, re-

Speaker speaker_0: Um, so the-

Speaker speaker_1: You know, upgrade?

Speaker speaker_0: So the o- The only way is to... if either if you experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, or waiting until Crown Services' next open enrollment period, which is sometime in December.

Speaker speaker_1: Oh, man. That's a... Because I really asked them before all this started happening.

Speaker speaker_0: I totally understand. Um, well, is there anything else I could assist you with today?

Speaker speaker_1: No, sir. That's everything. But yeah, I would like to... I will, I will call this Thursday or Friday.

Speaker speaker_0: Okay. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. You too.

Speaker speaker_0: All right. Bye-bye.