

## Transcript: Justin

**Mills-4774360873615360-6269353090007040**

### Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. Good afternoon. I was wondering if I could, um, know more more about the, uh, health care insurance before I jump into, like, the enrollment part. Um, yeah. What's the staffing agency you work for? Um, it's Crown Staffing. Crown Services? Uh, well, yeah. I guess you can say that. And the last four of your Social? 0939. And what were your first and last name? Taylor Stovall. Let's see here. Were you given a benefit guide through Crown Services or no? Uh, m- I don't think so. Okay, 'cause what I'll go ahead and do, I'll email you a copy of a benefit guide just so you have something to look at, and then give you- Yeah. ... a brief rundown of what's offered. So just bear with me one second, okay? Okay. Okay. And do you have a good email I could send this to? Yes. It's, uh, stovallpay@gmail.com. Will you spell that for me? Oh, sorry. Um, S as in Sam, T as in tango, O as in octopus, B as in bolster, A as in apple, L as in lion, L as in lion, T as in tango, A as in apple, E as in elephant, @gmail.com. At Gmail. Okay, so the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsonacard.com, okay? Mm-hmm. Okay. Okay. So let's see here. So I do know that Crown Services, they offer four different medical plans. Um, one of the medical plans is the MEC TeleRx, which covers all of your preventative health care services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$15.67 per week. Then they have two other medical plans, the VIP Standard and the VIP Classic, which both cover hospitals, doctors, and medications. The only major difference between the Standard and the Classic is just how much the insurance carrier pays to cover things. But those range from \$17.07 to \$18.86. And then the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor, and medication coverage at \$42.76 per week. Okay. Mm. And then I do know that, um, Crown does offer other things like short-term disability, vision, dental, group accident, term life which is life insurance, and then behavior health. Okay. Course my own concern right now is, uh, like, hand, 'cause I do have a handi- and also vision. So you wanted to enroll right now? Oh, um, I was just asking, like, do you guys, uh, offer hand, too? Um, if we offer what now? I'm sorry. Hand, like, uh, like hands. Um, let's see here. So that's my only concern about it. Um, so I believe those, those are the four medical plans that's offered through Crown, uh, on top of the short-term disabilities, vision, dental, group accident, term life which is life insurance, and then behavior health. So I honestly don't know if they offer other things other than those, what I just read off. Okay. Um... And also- Uh, I guess. Yeah, and also do you have another email I could send this benefit guide to? Because it came back as a unsuccessful email. Um... I'm gonna look at it and see. Um... Are you able to, like, uh, what is it? Um, would you like to create, yeah, create an account type of thing, or... Um, yeah, I can create you an account in our system so whenever you do call back you can just, um- Okay. ... provide your name and the

last four of your Social. Um, so let me get that set up for you. Let's see here. So in order for me to create the file in our system, I need your full Social. Okay. It's 671-10-0939. Okay. And your first name S-T-O-D-A-L-L? Yeah, that's my last name. Oh, so Taylor is just your first name, right? Yes. Okay. S-T-O-D-A-L-L. Okay. And your home address including city, state, and ZIP code. Home address 1862 10th Street, E as in elephant, N as in Nancy, N as in Nancy Lane, L-A-N-E. 00000. Tennessee, three, seven, zero, four, three. Oh. Hello? And your date of birth. Uh, January 8th, 2001. Eight, 2001, okay. And a good telephone number I have is 931-553-3279? Yes. And do you have, uh... And the email, is it same, stodalte at gmail? Yes. Okay. Aaaa, at gmail. Let's see here. Okay, so I'll go ahead and create the file for you. Um, I do know that you have 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period, okay? Okay. Okay. But other than that, is there anything else I could help you out with today? Um, uh, no, that'd be all. Awesome. Well, you have a wonderful day, okay? Oh, wait. Sorry, sorry. Yes? I have a question, sorry. No worries. Uh, from there am I able to pick, like, my own benefits and everything? Or, like, how does that work towards, uh, my pay check, when I get that? Um, what do you mean by that? I'm so sorry. Um, how does, like, if I were to pick my own benefits and everything- Mm-hmm. ... how does that work towards the pay check? Uh, so if you pi- Like, would all of it... Yeah, so if you picked your benefits or, say, if you got enrolled today, for example, um, I do know that- Mm-hmm. ... pending enrollments do take one to two weeks to go through before deductions will, uh, show up on your pay stub. Um, but once you do get enrolled, everything will be automatic, um, so you don't have to worry about deductions coming out since everything will be handled by, um, payroll at your employer. Okay. Okay. Is there anything else I can assist you with today? No, that's all. Awesome. Well, you have a wonderful day, okay? Thank you. You, too. You're welcome. Bye-bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Hi. Good afternoon. I was wondering if I could, um, know more more about the, uh, health care insurance before I jump into, like, the enrollment part.

Speaker speaker\_0: Um, yeah. What's the staffing agency you work for?

Speaker speaker\_1: Um, it's Crown Staffing.

Speaker speaker\_0: Crown Services?

Speaker speaker\_1: Uh, well, yeah. I guess you can say that.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 0939.

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

Speaker speaker\_1: Taylor Stovall.

Speaker speaker\_0: Let's see here. Were you given a benefit guide through Crown Services or no?

Speaker speaker\_1: Uh, m- I don't think so.

Speaker speaker\_0: Okay, 'cause what I'll go ahead and do, I'll email you a copy of a benefit guide just so you have something to look at, and then give you-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... a brief rundown of what's offered. So just bear with me one second, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. And do you have a good email I could send this to?

Speaker speaker\_1: Yes. It's, uh, stovallpay@gmail.com.

Speaker speaker\_0: Will you spell that for me?

Speaker speaker\_1: Oh, sorry. Um, S as in Sam, T as in tango, O as in octopus, B as in bolster, A as in apple, L as in lion, L as in lion, T as in tango, A as in apple, E as in elephant, @gmail.com.

Speaker speaker\_0: At Gmail. Okay, so the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsonacard.com, okay?

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_0: Okay. So let's see here. So I do know that Crown Services, they offer four different medical plans. Um, one of the medical plans is the MEC TeleRx, which covers all of your preventative health care services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$15.67 per week. Then they have two other medical plans, the VIP Standard and the VIP Classic, which both cover hospitals, doctors, and medications. The only major difference between the Standard and the Classic is just how much the insurance carrier pays to cover things. But those range from \$17.07 to \$18.86. And then the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor, and medication coverage at \$42.76 per week.

Speaker speaker\_1: Okay. Mm.

Speaker speaker\_0: And then I do know that, um, Crown does offer other things like short-term disability, vision, dental, group accident, term life which is life insurance, and then behavior health.

Speaker speaker\_1: Okay. Course my own concern right now is, uh, like, hand, 'cause I do have a handi- and also vision.

Speaker speaker\_0: So you wanted to enroll right now?

Speaker speaker\_1: Oh, um, I was just asking, like, do you guys, uh, offer hand, too?

Speaker speaker\_0: Um, if we offer what now? I'm sorry.

Speaker speaker\_1: Hand, like, uh, like hands.

Speaker speaker\_0: Um, let's see here.

Speaker speaker\_1: So that's my only concern about it.

Speaker speaker\_0: Um, so I believe those, those are the four medical plans that's offered through Crown, uh, on top of the short-term disabilities, vision, dental, group accident, term life which is life insurance, and then behavior health. So I honestly don't know if they offer other things other than those, what I just read off.

Speaker speaker\_1: Okay. Um...

Speaker speaker\_0: And also-

Speaker speaker\_1: Uh, I guess.

Speaker speaker\_0: Yeah, and also do you have another email I could send this benefit guide to? Because it came back as a unsuccessful email.

Speaker speaker\_1: Um... I'm gonna look at it and see. Um... Are you able to, like, uh, what is it? Um, would you like to cre- yeah, create an account type of thing, or...

Speaker speaker\_0: Um, yeah, I can create you an account in our system so whenever you do call back you can just, um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... provide your name and the last four of your Social. Um, so let me get that set up for you. Let's see here. So in order for me to create the file in our system, I need your full Social.

Speaker speaker\_1: Okay. It's 671-10-0939.

Speaker speaker\_0: Okay. And your first name S-T-O-D-A-L-L?

Speaker speaker\_1: Yeah, that's my last name.

Speaker speaker\_0: Oh, so Taylor is just your first name, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. S-T-O-D-A-L-L. Okay. And your home address including city, state, and ZIP code.

Speaker speaker\_1: Home address 1862 10th Street, E as in elephant, N as in Nancy, N as in Nancy Lane, L-A-N-E. 00000.Tennessee, three, seven, zero, four, three.

Speaker speaker\_0: Oh.

Speaker speaker\_1: Hello?

Speaker speaker\_0: And your date of birth.

Speaker speaker\_1: Uh, January 8th, 2001.

Speaker speaker\_0: Eight, 2001, okay. And a good telephone number I have is 931-553-3279?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And do you have, uh... And the email, is it same, stodalte at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Aaaa, at gmail. Let's see here. Okay, so I'll go ahead and create the file for you. Um, I do know that you have 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. But other than that, is there anything else I could help you out with today?

Speaker speaker\_1: Um, uh, no, that'd be all.

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

Speaker speaker\_1: Oh, wait. Sorry, sorry.

Speaker speaker\_0: Yes?

Speaker speaker\_1: I have a question, sorry.

Speaker speaker\_0: No worries.

Speaker speaker\_1: Uh, from there am I able to pick, like, my own benefits and everything? Or, like, how does that work towards, uh, my pay check, when I get that?

Speaker speaker\_0: Um, what do you mean by that? I'm so sorry.

Speaker speaker\_1: Um, how does, like, if I were to pick my own benefits and everything-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... how does that work towards the pay check?

Speaker speaker\_0: Uh, so if you pi-

Speaker speaker\_1: Like, would all of it...

Speaker speaker\_0: Yeah, so if you picked your benefits or, say, if you got enrolled today, for example, um, I do know that-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... pending enrollments do take one to two weeks to go through before deductions will, uh, show up on your pay stub. Um, but once you do get enrolled, everything will be automatic, um, so you don't have to worry about deductions coming out since everything will be handled by, um, payroll at your employer.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Is there anything else I can assist you with today?

Speaker speaker\_1: No, that's all.

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

Speaker speaker\_1: Thank you. You, too.

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

Speaker speaker\_1: Bye.