

## Transcript: Justin

**Mills-5415233251229696-4886321853153280**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. How you doing? Doing pretty well, and yourself? Good. I, um... My name is Stalana Hutton or whatever. I work with Crown. I really don't be checking my text messages, and I see that, um, I, I was trying to enroll in the, um, health coverage or whatever, but it, when I, when I tried to enroll, it had a alert on there and it says, "Enrollment not allowed. Will you call our contact center?" So, does that mean I'm too late? Um, well, let me try pulling your file to confirm everything. So, Crown Services, what's the last four of your social? 4531. And what was your first and last name again? I'm sorry. Stalana. S as in Sam, T as in Tom, A as in Apple, L as in Lamp, A as in Apple, N as in Nancy, A as in Apple. And then Hutton. H-... Excuse me. U as in Umbrella, T as in Tom, T as in Tom, O as in Oval, N as in No. Okay, and for security purposes, can you verify your home address by including city, state and zip code, Stalana? 4206 Alabama Avenue Northeast, Tuscaloosa, Alabama 35404. And confirm your date of birth. March 20th, '85. And a good telephone number have is 205-519-0456. 205-519... Mm-hmm. Yes, sir. And the email have is stalana.h1985@gmail- H... 1985. Mm-hmm. Exactly. Yeah. Okay, so looking at account, or looking at the file, looks like you're still eligible to be enrolled in the benefits. Okay. Looks like your cutoff date would have been January 18th. Okay, okay. Okay, so what I need to do is just go and select everything that I need, or how... Uh, yeah, if you just... Yeah, if you just let me know what your elections are, I can get this process started for you, um, where you get a- Okay. ... benefit guide for- Sure, sure thing. ... from Crown. I can look at it. I'm looking at it now. Oh, okay. So, okay, when it say VIP Classic, is that better than the Standard? Um, it's, it's the highest tier offered for the VIP plans. Okay. I guess I'm gonna go do Employee and plus Children. Okay. For the VIP Classic? Mm-hmm. Okay, anything else? Um, yeah. It said, uh, when it say FreeRx, what that mean? Like, like just on the prescriptions, like the Rx, will it add or whatever? Um, so FreeRx is a website or a company that gives out free or discounted prescription coverage. So, say if you have a, uh, prescription from a doctor that is on the FreeRx website, it can either be- Mm-hmm. ... filled through FreeRx and either shipped to your house directly or picked up at your local pharmacy free of charge. Oh. But that's just like if you got the Rx app, right? You just give them the little code, right? Hmm. Um- You know what I'm tal- Yeah, I know what you're talking about, but, um, these, these lines are recorded, so I really can't say anything like that. Oh, okay. Okay. Well, never mind, never mind. Okay, well, we gonna skip there then. Okay, well, the Virtual Care, me plus children. Okay. And then the dental, me plus children. Okay. And then disability, me, 'cause there's only a option for me. Okay. Term life, um, what is that? Like life insurance? Correct. Yes, ma'am. It's- Okay. You can do me plus children. Okay. Then vision, me plus children. Okay. Um, illness, me. Accident, me plus children. I got a question. What is this MEC? Um, so the MEC is an, or, or

both medical plans, but MEC Telarex just covers preventative healthcare services only. So, like physicals, diabetes screenings, vaccinations, stuff like that. The MEC Enhanced is a combination of both preventative plus hospital, doctor and medication coverage. So, they're both medical plans. Hmm. I might skip that one. Behavior health? That's like therapy or something? Correct. It gives you the option to speak to a online therapist. So, it's online therapy. Okay, me plus children. Okay. And then what is ID expert? Um, so ID experts is pretty much like a extra security protection against on- online, uh, theft. Like protects identity fraud, stuff like that. Oh, I already got one of them. And that's it. Okay, so just to confirm everything. We have the VIP Classic, the Virtual Primary Care, dental, term life, vision and group accident, and behavior health for employee plus children, and then disability and critical illness for employee only. Correct? Uh-huh. Okay, so doing all of those would make your total deduction \$65.91 per week. Okay. Do you authorize Crown Services to make that deduction for you? Okay. Yes. Let me save that, and then add your children down real quick. And what's the first child's name? Armani. A-R-M-A-N-I. Middle name, or middle initial only, was O'Neal. Hutton. H-U-T-T-O-N. And do you have her social by any chance? Uh-huh, 417-65-6634. And her date of birth? I have a question. Um, no, it's a boy. February 25th, 2009. 2009, my apologies on the- Uh-uh, you good. ... assigning gender. You good 'cause that's, I, I know some girl on, on Monday. Okay. What were your, what was your question before I interrupted you? Um, okay, how long... I mean, how old do you have to be where you can still be on your parent's coverage? Um, so that I do know that dependents can be on their, uh, parents' coverage until the age of 26. So after 26- Okay. ... that's okay. Okay. Well, yeah. Well, so- Good job. Yeah, okay. Well, well, good with me because my son, he's 22 so I put him on there too. Okay. Okay, um, Viar, V-I-A-R. . Middle name? Did you get his name? He ain't got one. And then Hutton, H-U-T-T-O-N. Okay. And his social? So, mm-hmm, 418-55-9533. Three, child. And his date of birth? November 1st, 2002. Two, okay. And is there another child? Uh-huh. Illecia, I-L-E-C-I-A. Noland, N-O-L-A-N-D. Okay, hers is 378-53-5594 and her date of birth is June 22nd, 2012. 2012, okay. And is there another child? Uh-uh, that's it. Okay. So don't put no more on there, hon. I'm done. Totally understand. Okay. So I do wanna let you know that this- Okay. ... pending enrollment will take one to two weeks to go through, and then whenever you will- Okay. ... get your first payroll deduction of the \$65.91 that come off your paycheck. Coverage begins the Monday we receive that deduction from Crown Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that spot- Okay. ... is there anything else I can help you out with today? Uh-uh, that was it. I surely appreciate it. Thank you. You're welcome. You have a great day, okay? You too. Thank you. You have a good one too. You're welcome. Thank you. Bye-bye. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. How you doing?

Speaker speaker\_1: Doing pretty well, and yourself?

Speaker speaker\_2: Good. I, um... My name is Stalana Hutton or whatever. I work with Crown. I really don't be checking my text messages, and I see that, um, I, I was trying to enroll in the, um, health coverage or whatever, but it, when I, when I tried to enroll, it had a alert on there and it says, "Enrollment not allowed. Will you call our contact center?" So, does that mean I'm too late?

Speaker speaker\_1: Um, well, let me try pulling your file to confirm everything. So, Crown Services, what's the last four of your social?

Speaker speaker\_2: 4531.

Speaker speaker\_1: And what was your first and last name again? I'm sorry.

Speaker speaker\_2: Stalana. S as in Sam, T as in Tom, A as in Apple, L as in Lamp, A as in Apple, N as in Nancy, A as in Apple. And then Hutton. H-... Excuse me. U as in Umbrella, T as in Tom, T as in Tom, O as in Oval, N as in No.

Speaker speaker\_1: Okay, and for security purposes, can you verify your home address by including city, state and zip code, Stalana?

Speaker speaker\_2: 4206 Alabama Avenue Northeast, Tuscaloosa, Alabama 35404.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: March 20th, '85.

Speaker speaker\_1: And a good telephone number have is 205-519-0456.

Speaker speaker\_2: 205-519... Mm-hmm. Yes, sir.

Speaker speaker\_1: And the email have is stalana.h1985@gmail-

Speaker speaker\_2: H... 1985. Mm-hmm. Exactly. Yeah.

Speaker speaker\_1: Okay, so looking at account, or looking at the file, looks like you're still eligible to be enrolled in the benefits.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Looks like your cutoff date would have been January 18th.

Speaker speaker\_2: Okay, okay. Okay, so what I need to do is just go and select everything that I need, or how...

Speaker speaker\_1: Uh, yeah, if you just... Yeah, if you just let me know what your elections are, I can get this process started for you, um, where you get a-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... benefit guide for-

Speaker speaker\_2: Sure, sure thing.

Speaker speaker\_1: ... from Crown.

Speaker speaker\_2: I can look at it. I'm looking at it now.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: So, okay, when it say VIP Classic, is that better than the Standard?

Speaker speaker\_1: Um, it's, it's the highest tier offered for the VIP plans.

Speaker speaker\_2: Okay. I guess I'm gonna go do Employee and plus Children.

Speaker speaker\_1: Okay. For the VIP Classic?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay, anything else?

Speaker speaker\_2: Um, yeah. It said, uh, when it say FreeRx, what that mean? Like, like just on the prescriptions, like the Rx, will it add or whatever?

Speaker speaker\_1: Um, so FreeRx is a website or a company that gives out free or discounted prescription coverage. So, say if you have a, uh, prescription from a doctor that is on the FreeRx website, it can either be-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... filled through FreeRx and either shipped to your house directly or picked up at your local pharmacy free of charge.

Speaker speaker\_2: Oh. But that's just like if you got the Rx app, right? You just give them the little code, right?

Speaker speaker\_1: Hmm. Um-

Speaker speaker\_2: You know what I'm tal-

Speaker speaker\_1: Yeah, I know what you're talking about, but, um, these, these lines are recorded, so I really can't say anything like that.

Speaker speaker\_2: Oh, okay. Okay. Well, never mind, never mind. Okay, well, we gonna skip there then. Okay, well, the Virtual Care, me plus children.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And then the dental, me plus children.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And then disability, me, 'cause there's only a option for me.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Term life, um, what is that? Like life insurance?

Speaker speaker\_1: Correct. Yes, ma'am. It's-

Speaker speaker\_2: Okay. You can do me plus children.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Then vision, me plus children.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Um, illness, me. Accident, me plus children. I got a question. What is this MEC?

Speaker speaker\_1: Um, so the MEC is an, or, or both medical plans, but MEC Telarex just covers preventative healthcare services only. So, like physicals, diabetes screenings, vaccinations, stuff like that. The MEC Enhanced is a combination of both preventative plus hospital, doctor and medication coverage. So, they're both medical plans.

Speaker speaker\_2: Hmm. I might skip that one. Behavior health? That's like therapy or something?

Speaker speaker\_1: Correct. It gives you the option to speak to a online therapist. So, it's online therapy.

Speaker speaker\_2: Okay, me plus children.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And then what is ID expert?

Speaker speaker\_1: Um, so ID experts is pretty much like a extra security protection against on- online, uh, theft. Like protects identity fraud, stuff like that.

Speaker speaker\_2: Oh, I already got one of them. And that's it.

Speaker speaker\_1: Okay, so just to confirm everything. We have the VIP Classic, the Virtual Primary Care, dental, term life, vision and group accident, and behavior health for employee plus children, and then disability and critical illness for employee only. Correct?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Okay, so doing all of those would make your total deduction \$65.91 per week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you authorize Crown Services to make that deduction for you?

Speaker speaker\_2: Okay. Yes.

Speaker speaker\_1: Let me save that, and then add your children down real quick. And what's the first child's name?

Speaker speaker\_2: Armani. A-R-M-A-N-I. Middle name, or middle initial only, was O'Neal. Hutton. H-U-T-T-O-N.

Speaker speaker\_1: And do you have her social by any chance?

Speaker speaker\_2: Uh-huh, 417-65-6634.

Speaker speaker\_1: And her date of birth?

Speaker speaker\_2: I have a question. Um, no, it's a boy. February 25th, 2009.

Speaker speaker\_1: 2009, my apologies on the-

Speaker speaker\_2: Uh-uh, you good.

Speaker speaker\_1: ... assigning gender.

Speaker speaker\_2: You good 'cause that's, I, I know some girl on, on Monday.

Speaker speaker\_1: Okay. What were your, what was your question before I interrupted you?

Speaker speaker\_2: Um, okay, how long... I mean, how old do you have to be where you can still be on your parent's coverage?

Speaker speaker\_1: Um, so that I do know that dependents can be on their, uh, parents' coverage until the age of 26. So after 26-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that's okay.

Speaker speaker\_2: Okay. Well, yeah. Well, so-

Speaker speaker\_1: Good job.

Speaker speaker\_2: Yeah, okay. Well, well, good with me because my son, he's 22 so I put him on there too.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay, um, Viar, V-I-A-R. .

Speaker speaker\_1: Middle name?

Speaker speaker\_2: Did you get his name? He ain't got one. And then Hutton, H-U-T-T-O-N.

Speaker speaker\_1: Okay. And his social?

Speaker speaker\_2: So, mm-hmm, 418-55-9533.

Speaker speaker\_1: Three, child. And his date of birth?

Speaker speaker\_2: November 1st, 2002.

Speaker speaker\_1: Two, okay. And is there another child?

Speaker speaker\_2: Uh-huh. Illecia, I-L-E-C-I-A. Noland, N-O-L-A-N-D. Okay, hers is 378-53-5594 and her date of birth is June 22nd, 2012.

Speaker speaker\_1: 2012, okay. And is there another child?

Speaker speaker\_2: Uh-uh, that's it.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So don't put no more on there, hon. I'm done.

Speaker speaker\_1: Totally understand.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So I do wanna let you know that this-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... pending enrollment will take one to two weeks to go through, and then whenever you will-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... get your first payroll deduction of the \$65.91 that come off your paycheck. Coverage begins the Monday we receive that deduction from Crown Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that spot-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... is there anything else I can help you out with today?

Speaker speaker\_2: Uh-uh, that was it. I surely appreciate it. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Thank you. You have a good one too.

Speaker speaker\_1: You're welcome. Thank you. Bye-bye.

Speaker speaker\_2: Bye-bye.