

**Transcript: Malcolm**

**Nash-6638422852583424-5449948258582528**

## **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling. Hi, this is Malcolm. How can I help you? Hi. Um, I enrolled a few days ago, and I don't believe I got a confirmation email or anything. Um, I didn't know if I should have, um, you know, so I could download just my plan information. So, typically there's no confirmation email sent. Um, we could send you one, but it wouldn't include any, like... It's just like, "Oh, you got enrolled on this date." Just a confirmation saying you got enrolled on that day. If you wanted more information, I can send you a benefits guide. Well, I would, I would... I have a benefits guide, but I would like, you know, just a confirmation on my, you know, my plan information and when I can expect a card and things like that. So, typically... So, the ID cards come... Like, the enrollment process works is, takes one to two weeks from whatever date you got enrolled. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date. Okay, so what if I have an appointment and I don't have a card, or I don't have anything to download to show a provider? I mean, if I'm, if I'm, if I'm having a deduction for benefits, but I'm not able to use it- So, you're able to use it as soon as it becomes active. ... do you know what I'm saying? How am I going to be able to use it if I don't have proof- So you have- ... of the coverage? You have policy numbers that you will be able to provide. Well, how, how am I going to get the policy numbers? So, they are provided once the coverage becomes active. You don't have any of that information. In an email. So, you would call us- There will be an email before I receive the cards, correct? No, ma'am. You would call us if you wanted to get that information. Otherwise, you would just wait for your cards to come in the mail or get sent via email. But you can't provide me that information now? It doesn't... You don't have the information until the coverage becomes active, ma'am. They, they don't start processing that information until the coverage is actually active. So, you... Can you check on it to see the status of it? What staffing company do you work for? Crown. The last four of your Social? 8198. First one. I mean, first name. Kelly. Last name. Pryor. For security purposes, can you verify your address and date of birth for me? 4752 South Friendship Road, Versailles, Indiana, 11273. And thank you. So we got your phone number, 812-756-1865. Correct. And your email is rhequipment@yahoo.com? Mm-hmm. You... So, let's see. So, when did you get enrolled? Uh, I, I don't know the date. So, it looks like it's still... It hasn't even been sent in to be processed yet. It still looks like it's pending. Mm-hmm. So, do you know why it would be pending? No, ma'am, because you're not the one that- Why would it show pending? So, again, depends on when you got enrolled. The enrollment process takes one to two weeks, depending on... From whatever date you got enrolled. Typically, it takes one to two weeks, but it solely is up to whenever Crown makes those deductions. We can't control whenever Crown makes those deductions because we're

not the ones taking the money from you. We just get you enrolled or unenrolled from the plan. And it doesn't look like you called us to get enrolled, so I couldn't tell you when you got enrolled. No, I did it online. Okay, but it is showing as pending? Yes, ma'am. Okay. All right. I'll just wait for another few days. Do you have any more questions? That's all. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Okay. Thanks. You too.

## Conversation Format

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

Speaker speaker\_1: Thanks for calling. Hi, this is Malcolm. How can I help you?

Speaker speaker\_2: Hi. Um, I enrolled a few days ago, and I don't believe I got a confirmation email or anything. Um, I didn't know if I should have, um, you know, so I could download just my plan information.

Speaker speaker\_1: So, typically there's no confirmation email sent. Um, we could send you one, but it wouldn't include any, like... It's just like, "Oh, you got enrolled on this date." Just a confirmation saying you got enrolled on that day. If you wanted more information, I can send you a benefits guide.

Speaker speaker\_2: Well, I would, I would... I have a benefits guide, but I would like, you know, just a confirmation on my, you know, my plan information and when I can expect a card and things like that.

Speaker speaker\_1: So, typically... So, the ID cards come... Like, the enrollment process works is, takes one to two weeks from whatever date you got enrolled. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation date.

Speaker speaker\_2: Okay, so what if I have an appointment and I don't have a card, or I don't have anything to download to show a provider? I mean, if I'm, if I'm, if I'm having a deduction for benefits, but I'm not able to use it-

Speaker speaker\_1: So, you're able to use it as soon as it becomes active.

Speaker speaker\_2: ... do you know what I'm saying? How am I going to be able to use it if I don't have proof-

Speaker speaker\_1: So you have-

Speaker speaker\_2: ... of the coverage?

Speaker speaker\_1: You have policy numbers that you will be able to provide.

Speaker speaker\_2: Well, how, how am I going to get the policy numbers?

Speaker speaker\_1: So, they are provided once the coverage becomes active. You don't have any of that information.

Speaker speaker\_2: In an email.

Speaker speaker\_1: So, you would call us-

Speaker speaker\_2: There will be an email before I receive the cards, correct?

Speaker speaker\_1: No, ma'am. You would call us if you wanted to get that information. Otherwise, you would just wait for your cards to come in the mail or get sent via email.

Speaker speaker\_2: But you can't provide me that information now?

Speaker speaker\_1: It doesn't... You don't have the information until the coverage becomes active, ma'am. They, they don't start processing that information until the coverage is actually active.

Speaker speaker\_2: So, you... Can you check on it to see the status of it?

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Crown.

Speaker speaker\_1: The last four of your Social?

Speaker speaker\_2: 8198.

Speaker speaker\_1: First one. I mean, first name.

Speaker speaker\_2: Kelly.

Speaker speaker\_1: Last name.

Speaker speaker\_2: Pryor.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 4752 South Friendship Road, Versailles, Indiana, 11273.

Speaker speaker\_1: And thank you. So we got your phone number, 812-756-1865.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is rheaquipment@yahoo.com?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: You... So, let's see. So, when did you get enrolled?

Speaker speaker\_2: Uh, I, I don't know the date.

Speaker speaker\_1: So, it looks like it's still... It hasn't even been sent in to be processed yet. It still looks like it's pending.

Speaker speaker\_2: Mm-hmm. So, do you know why it would be pending?

Speaker speaker\_1: No, ma'am, because you're not the one that-

Speaker speaker\_2: Why would it show pending?

Speaker speaker\_1: So, again, depends on when you got enrolled. The enrollment process takes one to two weeks, depending on... From whatever date you got enrolled. Typically, it takes one to two weeks, but it solely is up to whenever Crown makes those deductions. We can't control whenever Crown makes those deductions because we're not the ones taking the money from you. We just get you enrolled or unenrolled from the plan. And it doesn't look like you called us to get enrolled, so I couldn't tell you when you got enrolled.

Speaker speaker\_2: No, I did it online. Okay, but it is showing as pending?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. All right. I'll just wait for another few days.

Speaker speaker\_1: Do you have any more questions?

Speaker speaker\_2: That's all.

Speaker speaker\_1: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: Okay. Thanks. You too.