

## **Transcript: Pamela**

**Blanc-4926594644361216-6264240196993024**

### **Full Transcript**

Go ahead. Yes, I just got off the phone with, uh, with the- a lady or whatever, but I was still asking her the price of how much would it cost me though. Like she said, it was, uh, too late to really, uh, to enroll because the baby was- had been born for three months, you know? And- and so I was still asking her what- what was the price would be? Okay. So, um, what's the name of the company you say you work for? Uh, Crown. Okay. For you- you would like to enroll the family or just you and the baby? Me and the baby. Just me and the baby. So if you were to take the VIP Standard, it will cost 76... I mean, sorry, \$26.74. VIP Classic, it will be \$29.53. Then, um, we have the Stay Healthy which is \$70.22. The Stay Healthy Enhanced, and then the- the Stay Healthy Cell Rx will be \$19.19. Okay. The- the, uh... Huh? Those are the medical plans. Oh, okay. Because- because the baby is two months old. Three months going three months. Mm-hmm. Well, in order- MBIP. Huh? For you to be able to enroll now, you will have to wait for company open enrollment. Yeah, or- or she say the court order. Oh, well, yeah. If you are mandated by the court, yes, you- it will auto-enroll you. Yeah, but I- when- when would you all enroll me as up on this? Do I have a decision what I want or no? We cannot enroll you because, um, we don't have a qualified live event for you or any other- Yeah, but I'm- no, no, no, no, no what I'm asking is when the court send over the thing, do y'all just give me what you want or do I choose which plan? No. The court mandates which plan you get. Oh, oh, okay. Okay. I got you. Okay. Okay. All right. I understand that. Okay. I'm good now. I'm- Is this helping you, sir? Huh? Oh. Anything else I can do for you? Oh, no, no, ma'am. That's all. That's all. All right. Thank you for using our services. All right. Thank you. Have a good day. Uh, you too, sir.

### **Conversation Format**

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Yes, I just got off the phone with, uh, with the- a lady or whatever, but I was still asking her the price of how much would it cost me though. Like she said, it was, uh, too late to really, uh, to enroll because the baby was- had been born for three months, you know? And- and so I was still asking her what- what was the price would be?

Speaker speaker\_0: Okay. So, um, what's the name of the company you say you work for?

Speaker speaker\_1: Uh, Crown.

Speaker speaker\_0: Okay. For you- you would like to enroll the family or just you and the baby?

Speaker speaker\_1: Me and the baby. Just me and the baby.

Speaker speaker\_0: So if you were to take the VIP Standard, it will cost 76... I mean, sorry, \$26.74. VIP Classic, it will be \$29.53. Then, um, we have the Stay Healthy which is \$70.22. The Stay Healthy Enhanced, and then the- the Stay Healthy Cell Rx will be \$19.19.

Speaker speaker\_1: Okay. The- the, uh... Huh?

Speaker speaker\_0: Those are the medical plans.

Speaker speaker\_1: Oh, okay. Because- because the baby is two months old. Three months going three months.

Speaker speaker\_0: Mm-hmm. Well, in order-

Speaker speaker\_1: MBIP. Huh?

Speaker speaker\_0: For you to be able to enroll now, you will have to wait for company open enrollment.

Speaker speaker\_1: Yeah, or- or she say the court order.

Speaker speaker\_0: Oh, well, yeah. If you are mandated by the court, yes, you- it will auto-enroll you.

Speaker speaker\_1: Yeah, but I- when- when would you all enroll me as up on this? Do I have a decision what I want or no?

Speaker speaker\_0: We cannot enroll you because, um, we don't have a qualified live event for you or any other-

Speaker speaker\_1: Yeah, but I'm- no, no, no, no, no what I'm asking is when the court send over the thing, do y'all just give me what you want or do I choose which plan?

Speaker speaker\_0: No. The court mandates which plan you get.

Speaker speaker\_1: Oh, oh, okay. Okay. I got you. Okay. Okay. All right. I understand that. Okay. I'm good now. I'm-

Speaker speaker\_0: Is this helping you, sir?

Speaker speaker\_1: Huh? Oh.

Speaker speaker\_0: Anything else I can do for you?

Speaker speaker\_1: Oh, no, no, ma'am. That's all. That's all.

Speaker speaker\_0: All right. Thank you for using our services.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Have a good day.

Speaker speaker\_1: Uh, you too, sir.