

## Transcript: Pearl

**Rojas-6523549970808832-4526361120030720**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, and I'll be assisting you with your- Hey. Uh, my name is Kobe. I'm not sure if I'm supposed to even be calling because Benefits on a Card, I already get paid through direct deposit. So, Benefits in a Card are the healthcare administrators for staffing agencies. Yeah. Um, okay. Well, I mean, so it's just like a, uh... What kind of card are you talking about? I'm, I'm confused. Healthcare. Medical, dental, vision, short-term disability, stuff like that. Oh, yeah. No, that'd be cool if you could sign me up for that. Did you... Um, what's the name of the staffing agency you work for? Crown. And the last four digits of your social? 6343. All righty. And do you verify your address and date of birth? Um, address is Townsend Boulevard. Uh, don't know what they set down as the PO box here d- for the delivery of mail, but, um, I, I know that much. Here, let me, let me see if I can find that out real quick. Um, da, da, da, da, da, da. Where is it? I'm sorry. May take me a little bit. I didn't know that you guys needed that. I don't know why. Um, is this it? Um, is that it? All right. Um, it says it's 5800 Beach Boulevard, Suite Number 203, Box Number 359, Jacksonville, Florida 32207. Okay. Repeat that box number for me. Uh, Box Number 359. All righty. And your date of birth? Um, date of birth is October 27th, 1999. I just want to make sure you got the address right real quick. Am I... I said 5800, right? Beach Boulevard? Yes. Yes. Suite Number 203? Mm-hmm. Okay, cool. All righty. And I have your phone number as 904-418-2914? Yes, ma'am. And I have your email address as kingkobe899@gmail.com? Mm-hmm. All righty. And do you know what you're wanting to enroll in today? Um, so vision, dental and healthcare. All of that would, would be perfect, honestly. Okay. And this is something that's deducted from your check every week. All right. How much would it be deducted? So for dental, it's \$3.52. For vision, it's \$2.15. And then there's a couple different medical plans you can choose from. Um, there are two VIP plans. VIP Standard for 17.07 a week, and the VIP Classic for 18.86 a week. Okay. These plans don't have copays or deductibles, but they only cover to a set dollar amount. There's also- I might just do... Oop, I'm sorry. I might just do vision and dental. I didn't mean to cut you off. No, you're fine. So for vision and dental your weekly deductions would be \$5.68. Yeah, that's not bad. I c- I could work with that. I'm just trying to save up as much as I can. Hopefully I won't need nothing else, you know? I know I got a messed up left arm, but like, I've been doing physical therapy at home, so... Okay, no worries. So we'll take one to two weeks for the staffing agency to start your deduction. Okay. Once they do, the following Monday you become active, and then later that week you receive your cards in the mail. So it's... I'm qualified? Yes. Awesome. My last job I was working, they, I wouldn't, they wouldn't qualify me for it, so it's like, dang. Oh, that's weird. No, yeah, with, um, Crown Services, you can, you actually have the first 30 days after your first paycheck to enroll. After that you have to wait until company or w- open enrollment,

which is actually right now as well until the 4th of January. Um, but say it was any other time, w- you only have those 30 days. Okay. All right. Well, that's cool with me. So, it'll be active within when? Within two, um, two weeks you'll see the first deduction, and then the following Monday you're active. So, roughly two- Awesome. And I can just go to a dentist or something like that, and I'll be straight? Yep. So once you, once you're, you're actually active, you'll be able to, um... Yeah, you would have to wait at least until the first deduction, and then, um, make an appointment after that following Monday to make sure that you're covered. Okay. And then when you receive your card, it'll have a phone number on it where they can tell you what doctors in the area actually accept the insurance. Awesome. All right. This sounds really cool. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, and I'll be assisting you with your-

Speaker speaker\_2: Hey. Uh, my name is Kobe. I'm not sure if I'm supposed to even be calling because Benefits on a Card, I already get paid through direct deposit.

Speaker speaker\_1: So, Benefits in a Card are the healthcare administrators for staffing agencies.

Speaker speaker\_2: Yeah. Um, okay. Well, I mean, so it's just like a, uh... What kind of card are you talking about? I'm, I'm confused.

Speaker speaker\_1: Healthcare. Medical, dental, vision, short-term disability, stuff like that.

Speaker speaker\_2: Oh, yeah. No, that'd be cool if you could sign me up for that.

Speaker speaker\_1: Did you... Um, what's the name of the staffing agency you work for?

Speaker speaker\_2: Crown.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 6343.

Speaker speaker\_1: All righty. And do you verify your address and date of birth?

Speaker speaker\_2: Um, address is Townsend Boulevard. Uh, don't know what they set down as the PO box here d- for the delivery of mail, but, um, I, I know that much. Here, let me, let me see if I can find that out real quick. Um, da, da, da, da, da, da. Where is it? I'm sorry. May take me a little bit. I didn't know that you guys needed that. I don't know why. Um, is this it? Um, is that it? All right. Um, it says it's 5800 Beach Boulevard, Suite Number 203, Box Number 359, Jacksonville, Florida 32207.

Speaker speaker\_1: Okay. Repeat that box number for me.

Speaker speaker\_2: Uh, Box Number 359.

Speaker speaker\_1: All righty. And your date of birth?

Speaker speaker\_2: Um, date of birth is October 27th, 1999. I just want to make sure you got the address right real quick. Am I... I said 5800, right? Beach Boulevard?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_2: Suite Number 203?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Okay, cool.

Speaker speaker\_1: All righty. And I have your phone number as 904-418-2914?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And I have your email address as kingkobe899@gmail.com?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker\_2: Um, so vision, dental and healthcare. All of that would, would be perfect, honestly.

Speaker speaker\_1: Okay. And this is something that's deducted from your check every week.

Speaker speaker\_2: All right. How much would it be deducted?

Speaker speaker\_1: So for dental, it's \$3.52. For vision, it's \$2.15. And then there's a couple different medical plans you can choose from. Um, there are two VIP plans. VIP Standard for 17.07 a week, and the VIP Classic for 18.86 a week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: These plans don't have copays or deductibles, but they only cover to a set dollar amount. There's also-

Speaker speaker\_2: I might just do... Oop, I'm sorry. I might just do vision and dental. I didn't mean to cut you off.

Speaker speaker\_1: No, you're fine. So for vision and dental your weekly deductions would be \$5.68.

Speaker speaker\_2: Yeah, that's not bad. I c- I could work with that. I'm just trying to save up as much as I can. Hopefully I won't need nothing else, you know? I know I got a messed up left arm, but like, I've been doing physical therapy at home, so...

Speaker speaker\_1: Okay, no worries. So we'll take one to two weeks for the staffing agency to start your deduction.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Once they do, the following Monday you become active, and then later that week you receive your cards in the mail.

Speaker speaker\_2: So it's... I'm qualified?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Awesome. My last job I was working, they, I wouldn't, they wouldn't qualify me for it, so it's like, dang.

Speaker speaker\_1: Oh, that's weird. No, yeah, with, um, Crown Services, you can, you actually have the first 30 days after your first paycheck to enroll. After that you have to wait until company or w- open enrollment, which is actually right now as well until the 4th of January. Um, but say it was any other time, w- you only have those 30 days.

Speaker speaker\_2: Okay. All right. Well, that's cool with me. So, it'll be active within when?

Speaker speaker\_1: Within two, um, two weeks you'll see the first deduction, and then the following Monday you're active. So, roughly two-

Speaker speaker\_2: Awesome. And I can just go to a dentist or something like that, and I'll be straight?

Speaker speaker\_1: Yep. So once you, once you're, you're actually active, you'll be able to, um... Yeah, you would have to wait at least until the first deduction, and then, um, make an appointment after that following Monday to make sure that you're covered.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then when you receive your card, it'll have a phone number on it where they can tell you what doctors in the area actually accept the insurance.

Speaker speaker\_2: Awesome. All right. This sounds really cool. Thank you so much.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye.