

## **Transcript: VICTORIA**

**Taylor-5367879969062912-6399675598946304**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accords. This is Victoria. How can I help you? Uh, yes, I was just calling... Uh, I just started through Crown Staffing in Blue Spring, Missouri, and they said my insurance was supposed to go into effect on, like, December 5th or something like that. And I was just wondering, uh, do they pay on prescriptions? Okay. Let me pull up your file. What's the name of the agency you work for again? Uh, Crown Staffing in Blue Springs, Missouri. And the last four of your Social? 6735. Okay. Your first and last name? Denzel Calton. All right. And then do you mind verifying your address and date of birth? Yeah. It's 1704 Southeast Hillside Drive, Oak, Oak Grove, Missouri, 64075. And my date of birth is 2/25/1963. And then phone number 573-284-9552? It's, uh, 573-284-9552. Okay. Um, email's gonna be, uh, last name, first name, 64 at gmail.com? Yes. That's correct. Okay. Um, so I don't see that your coverage is active just yet. Um, it would be active the following Monday of your first payroll deduction- Oh. ... um, which we haven't received at the moment. Um, now the medical plan that you chose is the MEC TeleRX, which is basically a preventative medical plan, so it covers your preventative services at 100% as long as you stay in network. Yeah. It does also come with a subscription to FreeRx, as well as, um, Virtual Urgent Care. Okay. Um, the FreeRX is like a prescription plan. If it is one of the covered medications that they offer, it would either be free or discounted, just depending on the medication. Okay. Yeah. All right. I guess I'll have to call Crown Staffing back because actually, uh, December 4th had been 30 days, and what's this, like the 28th or, or 20... yeah. Yeah, so I know you have 30 days from the date of your first check to get enrolled. Yeah. But once you are enrolled, it takes about one to two weeks for that enrollment to be processed through payroll, and then coverage would start the following Monday of your first payroll deduction. So it's a 30-day- Okay. I'm gonna call them and check on that, 'cause I thought it should already have been. I mean, you're more than welcome to. The 30-day window that you're referring to, though, is just to get you enrolled into Benefits. Yeah. Yeah. And it's been at least two weeks since then. Almost three weeks. Well, like I said, you are enrolled. Okay. You are enrolled. It's just the coverage is not active. Okay. All right. I'll see. I'll check with them. Thank you. You're welcome. Have a good day. Yep. 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 on Accords. This is Victoria. How can I help you?

Speaker speaker\_2: Uh, yes, I was just calling... Uh, I just started through Crown Staffing in Blue Spring, Missouri, and they said my insurance was supposed to go into effect on, like, December 5th or something like that. And I was just wondering, uh, do they pay on prescriptions?

Speaker speaker\_1: Okay. Let me pull up your file. What's the name of the agency you work for again?

Speaker speaker\_2: Uh, Crown Staffing in Blue Springs, Missouri.

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

Speaker speaker\_2: 6735.

Speaker speaker\_1: Okay. Your first and last name?

Speaker speaker\_2: Denzel Calton.

Speaker speaker\_1: All right. And then do you mind verifying your address and date of birth?

Speaker speaker\_2: Yeah. It's 1704 Southeast Hillside Drive, Oak, Oak Grove, Missouri, 64075. And my date of birth is 2/25/1963.

Speaker speaker\_1: And then phone number 573-284-9552?

Speaker speaker\_2: It's, uh, 573-284-9552.

Speaker speaker\_1: Okay. Um, email's gonna be, uh, last name, first name, 64 at gmail.com?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: Okay. Um, so I don't see that your coverage is active just yet. Um, it would be active the following Monday of your first payroll deduction-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... um, which we haven't received at the moment. Um, now the medical plan that you chose is the MEC TeleRX, which is basically a preventative medical plan, so it covers your preventative services at 100% as long as you stay in network.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: It does also come with a subscription to FreeRx, as well as, um, Virtual Urgent Care.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, the FreeRX is like a prescription plan. If it is one of the covered medications that they offer, it would either be free or discounted, just depending on the medication.

Speaker speaker\_2: Okay. Yeah. All right. I guess I'll have to call Crown Staffing back because actually, uh, December 4th had been 30 days, and what's this, like the 28th or, or 20... yeah.

Speaker speaker\_1: Yeah, so I know you have 30 days from the date of your first check to get enrolled.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: But once you are enrolled, it takes about one to two weeks for that enrollment to be processed through payroll, and then coverage would start the following Monday of your first payroll deduction. So it's a 30-day-

Speaker speaker\_2: Okay. I'm gonna call them and check on that, 'cause I thought it should already have been.

Speaker speaker\_1: I mean, you're more than welcome to. The 30-day window that you're referring to, though, is just to get you enrolled into Benefits.

Speaker speaker\_2: Yeah. Yeah. And it's been at least two weeks since then. Almost three weeks.

Speaker speaker\_1: Well, like I said, you are enrolled.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You are enrolled. It's just the coverage is not active.

Speaker speaker\_2: Okay. All right. I'll see. I'll check with them. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: Yep. Bye.