

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card,. This is Victoria. How can I help you? Let me see. Hello? Hello? Hi. How can I help you? I got a message. Crown Services. Oh, uh, apparently you guys messaged me. We are employer managed services. We- And I'm not sure. ... at Ministry of- So, I know I work for you guys, but I'm not sure. Hold on. I'm just gonna pull the message up. All right. It says, "Choose your benefits today, or go all year without coverage. OE ends on 1-3-25." Okay. So, it sounds like your employer is in open enrollment. Right. Okay. Are you wanting to enroll into benefits? This is for their medical insurance. That's for Martin Ray, right? I, I have no idea. We work for multiple staffing agencies across the states. All right. Do you work through a staffing agency? Yeah. I work through Crown for Martin Ray. Tell me real quick. Okay. Um, so yeah. I mean, it's, it's for the benefits through Crown Services. Oh. Okay. Uh- Yeah. I know that they automatically, um... Are you a new hire with them, or like have you been with them a while? Yeah. I've been, uh... so I've been off and on with Crown for two years. Okay. So- So, the text message is just letting you know that Crown Services is in a open enrollment period. Um, so if you're wanting to get enrolled into the medical insurance, you can do so during this time. Yeah. There's no point, 'cause I go full-time after New Years. Okay. Have you already declined coverage with them? I tried getting coverage with them, but they said because, from my last job to where I started at Martin Ray, I hadn't been 90 days so I wasn't- Eligible. ... eligible for it, which made no sense, but I was like, "Okay." Okay. No, I was asking have you already declined the benefits? Like... Yeah. You have? Okay. Yeah. Well, then there's nothing you need to do on your end. It sh- this is just if you're interested in enrolling with them. Okay. Do you need help?

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 a Card,. This is Victoria. How can I help you?

Speaker speaker_2: Let me see.

Speaker speaker_3: Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Hi. How can I help you?

Speaker speaker_3: I got a message. Crown Services.

Speaker speaker_2: Oh, uh, apparently you guys messaged me.

Speaker speaker_3: We are employer managed services.

Speaker speaker_1: We-

Speaker speaker_2: And I'm not sure.

Speaker speaker_1: ... at Ministry

Speaker speaker_4: of-

Speaker speaker_2: So, I know I work for you guys, but I'm not sure. Hold on. I'm just gonna pull the message up. All right. It says, "Choose your benefits today, or go all year without coverage. OE ends on 1-3-25."

Speaker speaker_1: Okay. So, it sounds like your employer is in open enrollment.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. Are you wanting to enroll into benefits? This is for their medical insurance.

Speaker speaker_2: That's for Martin Ray, right?

Speaker speaker_1: I, I have no idea. We work for multiple staffing agencies across the states.

Speaker speaker_2: All right.

Speaker speaker_1: Do you work through a staffing agency?

Speaker speaker_2: Yeah. I work through Crown for Martin Ray.

Speaker speaker_1: Tell me real quick. Okay. Um, so yeah. I mean, it's, it's for the benefits through Crown Services.

Speaker speaker_2: Oh. Okay. Uh-

Speaker speaker_1: Yeah. I know that they automatically, um... Are you a new hire with them, or like have you been with them a while?

Speaker speaker_2: Yeah. I've been, uh... so I've been off and on with Crown for two years.

Speaker speaker_1: Okay.

Speaker speaker_2: So-

Speaker speaker_1: So, the text message is just letting you know that Crown Services is in a open enrollment period. Um, so if you're wanting to get enrolled into the medical insurance, you can do so during this time.

Speaker speaker_2: Yeah. There's no point, 'cause I go full-time after New Years.

Speaker speaker_1: Okay. Have you already declined coverage with them?

Speaker speaker_2: I tried getting coverage with them, but they said because, from my last job to where I started at Martin Ray, I hadn't been 90 days so I wasn't-

Speaker speaker_1: Eligible.

Speaker speaker_2: ... eligible for it, which made no sense, but I was like, "Okay."

Speaker speaker_1: Okay. No, I was asking have you already declined the benefits? Like...

Speaker speaker_2: Yeah.

Speaker speaker_1: You have? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Well, then there's nothing you need to do on your end. It sh- this is just if you're interested in enrolling with them.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you need help?