

Transcript: Chris Sofield

(deactivated)-4824752063561728-4715970876719104

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hi, Chris. Uh, I was hoping I could enroll in benefits. I, I forgot that today was the last day. Okay. Um, what staffing company do you work with? I work with Crown Staffing. Okay. And last four of your Social? Uh, z- oh, fuck, uh, I'm sorry. Uh, 0291. Thank you. And your first and last name? My first name is Uriel. That's spelled U-R-I-E-L. Last name, Haynez. I can spell it if you need. Uh, no, I've got it pulled up here. Um... All right, let's see here. And then can you verify your address and date of birth for me, sir? 1856 Fescue Drive, Aurora, Illinois. And did you say my... Date of birthday? ... my birthday? Uh, 11/11/97. Thank you. And then we have a phone number on file for you. It's 630-486-2122. Is that correct? Yeah, that is correct. Okay. All right. Then let's see here. Well, I show it looks like you have the, uh, Preventative Care Plan. It looks like that was set up from the automatic enrollment for Crown. Um, you are s- uh, yes, because open enrollment is still going on, you are still eligible to add anything further on to that. Um, did you have an idea of what else you wanted to enroll into? Um, could I do dental and, uh, and health? Or is that not possible? Yeah, that's possible. Now as far as medical, um, like I said, you are currently already enrolled into the Preventative Care Medical Policy. Mm-hmm. Um, the Stay Healthy TelaRx Plan for the, uh, for 15.67 a week. Um, it covers preventative care services, things like physicals, vaccines, cancer screenings, things like that. Oh. Um, but, uh, that's... Those preventative services and some prescription coverage through a program called FreeRx. That's pretty much all that that plan will cover. Um, any sort of, like, sickness or injury type visits unfortunately are not handled by that plan. Uh, you do have a couple of options if you wish to do that. Um, if you wish to get, get that kind of coverage, you can either add the VIP Standard or VIP Classic Plans which will incr- which will provide coverage for those types of services, with VIP Classic being 17.07 a week and VIP... Sorry, VIP Standard being 17.07 and VIP Classic being 18.86. Uh, the only real difference between those is that Classic has a little bit more surgery, uh, surgery benefit as well as benefit for ICU and rehab. Um, or you can upgrade your current plan from the Stay Healthy TelaRx to the Stay Healthy Enhanced. Um, this will be, uh, this will bring back the deduction from 15.67 for the medical to 42.76 for the medical, um, and will provide not only the preventative care services but also the doctor's visits, hospital visits, and things like that, um, just all built into a single plan. For sure. Um, you know what? I think I'm definitely gonna just keep the one that I have and maybe just add the dental. Okay. All right then. So keep the one that you have and just add the dental. All right then. So, i- and just to confirm, this is all for just yourself or are you covering anyone else? Just for myself. All right. So keeping the medical that you have and then adding dental at... is just an extra 3.52 a week for a total of \$19.19 per week. Uh, did you, do you authorize Crown to make those deductions? Absolutely. All right. So it's going to take about a week or

two for this change to process. Once everything processes, you should start seeing those deductions increase to that \$19.19. Uh, the Monday following that first deduction is when the dental will have, uh, been added onto the policy and you should receive an ID card for that plan, um, about a week or two after it goes into effect. As your preventative care policy is already in effect, it became effective this, the Monday on the 30th. You should receive the ID card for that plan within the next week or two. Awesome. All right, anything else? Uh, that was everything. Thank you so much. You've been an amazing help. No problem. If that's everything, thanks again for calling and have a wonderful day. Thanks. You too. All right, you're... Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Uh, I was hoping I could enroll in benefits. I, I forgot that today was the last day.

Speaker speaker_1: Okay. Um, what staffing company do you work with?

Speaker speaker_2: I work with Crown Staffing.

Speaker speaker_1: Okay. And last four of your Social?

Speaker speaker_2: Uh, z- oh, fuck, uh, I'm sorry. Uh, 0291.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: My first name is Uriel. That's spelled U-R-I-E-L. Last name, Haynez. I can spell it if you need.

Speaker speaker_1: Uh, no, I've got it pulled up here. Um... All right, let's see here. And then can you verify your address and date of birth for me, sir?

Speaker speaker_2: 1856 Fescue Drive, Aurora, Illinois. And did you say my...

Speaker speaker_1: Date of birthday?

Speaker speaker_2: ... my birthday? Uh, 11/11/'97.

Speaker speaker_1: Thank you. And then we have a phone number on file for you. It's 630-486-2122. Is that correct?

Speaker speaker_2: Yeah, that is correct.

Speaker speaker_1: Okay. All right. Then let's see here. Well, I show it looks like you have the, uh, Preventative Care Plan. It looks like that was set up from the automatic enrollment for Crown. Um, you are s- uh, yes, because open enrollment is still going on, you are still eligible

to add anything further on to that. Um, did you have an idea of what else you wanted to enroll into?

Speaker speaker_2: Um, could I do dental and, uh, and health? Or is that not possible?

Speaker speaker_1: Yeah, that's possible. Now as far as medical, um, like I said, you are currently already enrolled into the Preventative Care Medical Policy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, the Stay Healthy TelaRx Plan for the, uh, for 15.67 a week. Um, it covers preventative care services, things like physicals, vaccines, cancer screenings, things like that.

Speaker speaker_2: Oh.

Speaker speaker_1: Um, but, uh, that's... Those preventative services and some prescription coverage through a program called FreeRx. That's pretty much all that that plan will cover. Um, any sort of, like, sickness or injury type visits unfortunately are not handled by that plan. Uh, you do have a couple of options if you wish to do that. Um, if you wish to get, get that kind of coverage, you can either add the VIP Standard or VIP Classic Plans which will incr- which will provide coverage for those types of services, with VIP Classic being 17.07 a week and VIP... Sorry, VIP Standard being 17.07 and VIP Classic being 18.86. Uh, the only real difference between those is that Classic has a little bit more surgery, uh, surgery benefit as well as benefit for ICU and rehab. Um, or you can upgrade your current plan from the Stay Healthy TelaRx to the Stay Healthy Enhanced. Um, this will be, uh, this will bring back the deduction from 15.67 for the medical to 42.76 for the medical, um, and will provide not only the preventative care services but also the doctor's visits, hospital visits, and things like that, um, just all built into a single plan.

Speaker speaker_2: For sure. Um, you know what? I think I'm definitely gonna just keep the one that I have and maybe just add the dental.

Speaker speaker_1: Okay. All right then. So keep the one that you have and just add the dental. All right then. So, i- and just to confirm, this is all for just yourself or are you covering anyone else?

Speaker speaker_2: Just for myself.

Speaker speaker_1: All right. So keeping the medical that you have and then adding dental at... is just an extra 3.52 a week for a total of \$19.19 per week. Uh, did you, do you authorize Crown to make those deductions?

Speaker speaker_2: Absolutely.

Speaker speaker_1: All right. So it's going to take about a week or two for this change to process. Once everything processes, you should start seeing those deductions increase to that \$19.19. Uh, the Monday following that first deduction is when the dental will have, uh, been added onto the policy and you should receive an ID card for that plan, um, about a week or two after it goes into effect. As your preventative care policy is already in effect, it became

effective this, the Monday on the 30th. You should receive the ID card for that plan within the next week or two.

Speaker speaker_2: Awesome.

Speaker speaker_1: All right, anything else?

Speaker speaker_2: Uh, that was everything. Thank you so much. You've been an amazing help.

Speaker speaker_1: No problem. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: Thanks. You too.

Speaker speaker_1: All right, you're... Bye now.