

Transcript: Chris Sofield

(deactivated)-5259324486008832-5719765045690368

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? Yes. Uh, this is, uh, ins- insur- health insurance benefits through Crown. Uh, y- yes, sir. We're a plan administrator for health insurance benefits for staffing companies. Crown is one of the companies that we, that we partner with. Okay. And, uh, I was trying to get some, uh, some health coverage for me and my wife. I, I went on the, uh, the website and, uh, filled out a, filled out a, uh, I guess, certain, uh, coverages you had. 'Kay. Um, yeah. We can, we should be able to go ahead and get you enrolled then. Uh, what, what's that, uh, what's the last four of your Social so I can locate your file? 6726. And your first and last name? Roderick Brown. All right. Mr. Brown, could you verify your address and your date of birth, please? 73 Hawthorne Drive, Hopkinsville, Kentucky, 42240, 4/19/85. Thank you. Phone we have on file is 678-532-1181. Is that correct? Yes. Okay. All right. So I do show, it looks like we did go ahead and... Or, it looks like we did already have your enrollment information, uh, uh, request in the system, uh, for all the plans that you had selected online. Um, the only thing is that we were missing the, um... Looks like we were missing the, uh, dependent information for your spouse. Uh, so, we'll need to go... We'll need to get that to be able to move forward with, with your enrollment. Okay. All right. What's your spouse's, uh, first and last name? Kadonna. K-A-D-O-N-N-A. Okay. And then same last name? Yes. All right. Do you by chance have her Social? Yes. I'm looking for it now. I got it in my, in my phone. I'm just looking for it. It's, uh, 403- Mm-hmm. ... 259381. Thank you. And then what's her date of birth? 8/21/84. All right. Okay. We've got her added on there and, uh, looks like your coverage is slated to go into effect January 6th, um, for the open enrollment. Uh, was there anything else we could help with? Yeah. So they... Y'all send me, uh, the insurance card in the mail? Yeah. Uh, insurance cards would arrive, uh, from the insurance carriers themselves about one to two weeks after the effective date. Okay. Uh, do... So how, how does the payment thing works? It deducts out of your paycheck. Oh, it comes out of my paycheck? Yes, sir. So is it weekly or monthly? Uh, weekly. Weekly. So how much will be coming out of my check weekly? Um, so the plans that you selected had employee and spouse, uh, \$68.41 per week. Okay. And I can, uh, I could end it at any time? Yes, sir. Okay. All right. So s- say that again? I'm sorry? Tell me the amount again. \$68.41. Okay. And that plan I selected, it, uh, is dental, vision, and, uh, health coverage? Uh, yes, sir. It looks like you've selected everything available from Crown, so, uh, so, yeah, that's, that's gonna be everything. Okay. And you said it's, it's start, uh... It comes into effect January the 6th, but I'm not gonna get, get the insurance card until a week or two after that? Correct, because they don't start generating the policy information until the policy has gone into effect. Um, so it takes some time to generate the policy numbers and everything. Um, and then once they've got those numbers generated, they'll s- they'll, you know, go ahead and create your ID cards

and send them out to you. So it does take some time for all of that to go through. Okay. So do you know when they'll start taking the money out of my check? It should be about a week or two before January 6th. Okay. 'Cause... All right. All right. Appreciate it, man. No problem. Anything else? No, that's it. All right. That's everything. Thank you again for calling and have a wonderful day. All right. Thanks.

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: Yes. Uh, this is, uh, ins- insur- health insurance benefits through Crown.

Speaker speaker_1: Uh, y- yes, sir. We're a plan administrator for health insurance benefits for staffing companies. Crown is one of the companies that we, that we partner with.

Speaker speaker_2: Okay. And, uh, I was trying to get some, uh, some health coverage for me and my wife. I, I went on the, uh, the website and, uh, filled out a, filled out a, uh, I guess, certain, uh, coverages you had.

Speaker speaker_1: 'Kay. Um, yeah. We can, we should be able to go ahead and get you enrolled then. Uh, what, what's that, uh, what's the last four of your Social so I can locate your file?

Speaker speaker_2: 6726.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Roderick Brown.

Speaker speaker_1: All right. Mr. Brown, could you verify your address and your date of birth, please?

Speaker speaker_2: 73 Hawthorne Drive, Hopkinsville, Kentucky, 42240, 4/19/85.

Speaker speaker_1: Thank you. Phone we have on file is 678-532-1181. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. So I do show, it looks like we did go ahead and... Or, it looks like we did already have your enrollment information, uh, uh, request in the system, uh, for all the plans that you had selected online. Um, the only thing is that we were missing the, um... Looks like we were missing the, uh, dependent information for your spouse. Uh, so, we'll need to go... We'll need to get that to be able to move forward with, with your enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. What's your spouse's, uh, first and last name?

Speaker speaker_2: Kadonna. K-A-D-O-N-N-A.

Speaker speaker_1: Okay. And then same last name?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Do you by chance have her Social?

Speaker speaker_2: Yes. I'm looking for it now. I got it in my, in my phone. I'm just looking for it. It's, uh, 403-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 259381.

Speaker speaker_1: Thank you. And then what's her date of birth?

Speaker speaker_2: 8/21/84.

Speaker speaker_1: All right. Okay. We've got her added on there and, uh, looks like your coverage is slated to go into effect January 6th, um, for the open enrollment. Uh, was there anything else we could help with?

Speaker speaker_2: Yeah. So they... Y'all send me, uh, the insurance card in the mail?

Speaker speaker_1: Yeah. Uh, insurance cards would arrive, uh, from the insurance carriers themselves about one to two weeks after the effective date.

Speaker speaker_2: Okay. Uh, do... So how, how does the payment thing works?

Speaker speaker_1: It deducts out of your paycheck.

Speaker speaker_2: Oh, it comes out of my paycheck?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: So is it weekly or monthly?

Speaker speaker_1: Uh, weekly.

Speaker speaker_2: Weekly. So how much will be coming out of my check weekly?

Speaker speaker_1: Um, so the plans that you selected had employee and spouse, uh, \$68.41 per week.

Speaker speaker_2: Okay. And I can, uh, I could end it at any time?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. All right. So s- say that again?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Tell me the amount again.

Speaker speaker_1: \$68.41.

Speaker speaker_2: Okay. And that plan I selected, it, uh, is dental, vision, and, uh, health coverage?

Speaker speaker_1: Uh, yes, sir. It looks like you've selected everything available from Crown, so, uh, so, yeah, that's, that's gonna be everything.

Speaker speaker_2: Okay. And you said it's, it's start, uh... It comes into effect January the 6th, but I'm not gonna get, get the insurance card until a week or two after that?

Speaker speaker_1: Correct, because they don't start generating the policy information until the policy has gone into effect. Um, so it takes some time to generate the policy numbers and everything. Um, and then once they've got those numbers generated, they'll s- they'll, you know, go ahead and create your ID cards and send them out to you. So it does take some time for all of that to go through.

Speaker speaker_2: Okay. So do you know when they'll start taking the money out of my check?

Speaker speaker_1: It should be about a week or two before January 6th.

Speaker speaker_2: Okay. 'Cause... All right. All right. Appreciate it, man.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. That's everything. Thank you again for calling and have a wonderful day.

Speaker speaker_2: All right. Thanks.