

## Transcript: Chris Sofield

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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 Chris. How can I help you today? Yes, this is Jennifer Dile, and I was told once I seen it being taken out... the insurance taken out of my check, I would receive a email with my health insurance card, and I was wondering what would it say? 'Cause I don't have no different emails than I normally get. Okay. So, when the... when the deduction happens, your policy is effective the following Monday. It may take one or two weeks after that effective date for any ID cards to arrive. So it wouldn't... It's not- Okay. ... it's not going to be immediate. Um, now, the email itself, the only card I know that's, that's sent automatically via email are su- are, uh, certain medical cards, depending on the policy you selected. Um, if it's the- Right. ... plan administered by American Public Life, it should come from an email from them. I don't know the exact email address it comes from, but it- I- ... should come from American Public Life. Okay, I got it... It was the gold or silver one package. There is no package called the gold or silver package offered through us. Um, what staffing company is this for? This is from Crown. Crown. Okay. Mm-hmm. Um, yeah. None, none of the policies offered by Crown through us have anyth- have any indica- anything that... labeled gold or silver. Um, you may want to ask them who handles the plans that may have- I called y'all. I called y'all. I called this number and I asked them... Could you look it up and see which one I have? Okay, give me just a moment. Uh, what's- Hm. ... the last four of your social? 7297. Your first and last name? Jennifer Dile, D-I-L-E. Thank you. Can you verify your address and date of birth, please? My birthday is 11/10/74 and my address is 4344 Miller Valley Road, Elkton, Kentucky, 42220. Thank you. So, on a file of 7314680769- Is that- ... is that correct? Yes. And email of jenniferdile4@gmail.com. Is that also correct? Yes. All right. Your coverage is still in a pending state, so, um, at the moment there, there is no policy information yet. Looks like you selected the VIP Classic Medical Plan, so yeah, you should receive that, that ID card via email from American Public Life. Uh, typically should be about a week after the policy has been in effect, which again, is not until the Monday following the first deduction. Okay, so next Monday, the first educ- Depending- ... deduction. Depending on whenever that- Okay. ... deduction happens, which that is 100% handled by Crown. We're not involved in that. It happened, uh, with this paycheck. It happened... I got my check stub and it came out this week today. Okay. Okay, then yeah, it should, it should go into effect next Monday, and you should receive the ID card about a week or within a week after that. Okay. All right. And then she said my vision, the girl said my vision... or yeah, my vision card would be mailed to me? Yes, ma'am. That is correct. You should receive a physical, uh, vision card. Will I receive a physical health card too, or they just email me that? The... By default, they only email that. Okay. Okay, and what'd you say the email was? I'm sorry. I don't know the exact email address. I just know it would come from- Oh, American- ... American Public Life. Okay,

American Public Life. Okay. All right. Thank you. You're welcome. Thanks again for calling and have a good day. You too. Buh-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 a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Yes, this is Jennifer Dile, and I was told once I seen it being taken out... the insurance taken out of my check, I would re- receive a email with my health insurance card, and I was wondering what would it say? 'Cause I don't have no different emails than I normally get.

Speaker speaker\_1: Okay. So, when the... when the deduction happens, your policy is effective the following Monday. It may take one or two weeks after that effective date for any ID cards to arrive. So it wouldn't... It's not-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it's not going to be immediate. Um, now, the email itself, the only card I know that's, that's sent automatically via email are su- are, uh, certain medical cards, depending on the policy you selected. Um, if it's the-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... plan administered by American Public Life, it should come from an email from them. I don't know the exact email address it comes from, but it-

Speaker speaker\_2: I-

Speaker speaker\_1: ... should come from American Public Life.

Speaker speaker\_2: Okay, I got it... It was the gold or silver one package.

Speaker speaker\_1: There is no package called the gold or silver package offered through us. Um, what staffing company is this for?

Speaker speaker\_2: This is from Crown.

Speaker speaker\_1: Crown. Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, yeah. None, none of the policies offered by Crown through us have anyth- have any indica- anything that... labeled gold or silver. Um, you may want to ask them who handles the plans that may have-

Speaker speaker\_2: I called y'all. I called y'all. I called this number and I asked them... Could you look it up and see which one I have?

Speaker speaker\_1: Okay, give me just a moment. Uh, what's-

Speaker speaker\_2: Hm.

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

Speaker speaker\_2: 7297.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Jennifer Dile, D-I-L-E.

Speaker speaker\_1: Thank you. Can you verify your address and date of birth, please?

Speaker speaker\_2: My birthday is 11/10/74 and my address is 4344 Miller Valley Road, Elkton, Kentucky, 42220.

Speaker speaker\_1: Thank you. So, on a file of 7314680769-

Speaker speaker\_2: Is that-

Speaker speaker\_1: ... is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And email of jenniferdile4@gmail.com. Is that also correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Your coverage is still in a pending state, so, um, at the moment there, there is no policy information yet. Looks like you selected the VIP Classic Medical Plan, so yeah, you should receive that, that ID card via email from American Public Life. Uh, typically should be about a week after the policy has been in effect, which again, is not until the Monday following the first deduction.

Speaker speaker\_2: Okay, so next Monday, the first educ-

Speaker speaker\_1: Depending-

Speaker speaker\_2: ... deduction.

Speaker speaker\_1: Depending on whenever that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... deduction happens, which that is 100% handled by Crown. We're not involved in that.

Speaker speaker\_2: It happened, uh, with this paycheck. It happened... I got my check stub and it came out this week today.

Speaker speaker\_1: Okay. Okay, then yeah, it should, it should go into effect next Monday, and you should receive the ID card about a week or within a week after that.

Speaker speaker\_2: Okay. All right. And then she said my vision, the girl said my vision... or yeah, my vision card would be mailed to me?

Speaker speaker\_1: Yes, ma'am. That is correct. You should receive a physical, uh, vision card.

Speaker speaker\_2: Will I receive a physical health card too, or they just email me that?

Speaker speaker\_1: The... By default, they only email that.

Speaker speaker\_2: Okay. Okay, and what'd you say the email was? I'm sorry.

Speaker speaker\_1: I don't know the exact email address. I just know it would come from-

Speaker speaker\_2: Oh, American-

Speaker speaker\_1: ... American Public Life.

Speaker speaker\_2: Okay, American Public Life. Okay. All right. Thank you.

Speaker speaker\_1: You're welcome. Thanks again for calling and have a good day.

Speaker speaker\_2: You too. Buh-bye.