

## Transcript: Chris Sofield

(deactivated)-6217523265486848-6528969597730816

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hi, yes, my name is Michael Brooks and I work for Crown Staffing. And I just got my month's time in to be able to sign up for benefits, and I would like to do so. Okay. What's the last four of your Social? 0485. Thank you. And your first and last name? Michael Brooks. Okay, there we go. Mr. Brooks, could you verify your address and your date of birth for me please? 1253 Winterset Drive, Clarksville, Tennessee 37040, and it is April 7th, 1975. All right, thank you. So on the file I have is 931-206-2371. Is that correct? Yes, sir. All right. All right, and did you have an idea of what you wanted to enroll in too, sir? Medical, dental, and vision. Okay. Uh, as far as medical, there are a couple of options. Uh, there's the StayHealthy TellRX plan, which is preventative care services only, so things like physicals, vaccines, and cancer screenings. But services like regular doctor visits and hospital visits are not covered by that plan. Okay. Uh, then there's, then there's the VIP Standard and VIP Classic plans. These plans will cover the doctor's visits and hospital visits, but those preventative care services like the physicals and vaccines and the like are not covered by that plan, or either one of those. Um, and then finally, there's the StayHealthy Enhanced plan, which is kind of a combination. It'll cover the preventative care services that StayHealthy covers, on top of covering some of the, uh, doctors and hospital benefits that the VIP plans cover. Okay. How much is that? Uh, that, that, uh, combination plan is \$42.71 per week. Okay. So, so there's three tiers? Mm... Okay. S- so not, not necessarily. There's two level- there's two different medical policies entirely, there's StayHealthy and VIP. Each type of medical plan has two tiers. So they're Stay- Okay. ... there's this, uh, there's StayHealthy which is preventative only, and then StayHealthy Enhanced which is preventative and treatment. And then there's both levels of VIP which are both treatment only, but not preventative care. Okay. So the best one would be, would be the second one on the first one, because it covers both, correct? Ye- that is the one that covers both preventative care and treatment visits, yes, sir. Okay, how much is that one? That is \$42.71 per week if it's for just yourself. Okay. And how much is the dental and vision? Uh, for just yourself, dental is 3.52 and vision is 2.15. Okay. Let me go with that \$44 one, the preventative and whatever, and then the dental and vision. Okay. That totals up to \$48.38 per week. Do you authorize Crown to make those deductions? Yes. All right. It's gonna take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction is when policies become effective. ID cards will arrive about a week or two after that effective date, okay? Okay. All right, anything else? Nope. Uh, uh, what, what insurance carrier is it through? Uh, medical is through a company called 90 Degree Benefits. Dental is through American Public Life. And vision is through MetLife. Okay. All right. All right. Anything else?

No, that's it. All right. Thanks again for calling and have a wonderful day. Thank you. You too. You're welcome. 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 and a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, yes, my name is Michael Brooks and I work for Crown Staffing. And I just got my month's time in to be able to sign up for benefits, and I would like to do so.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_2: 0485.

Speaker speaker\_1: Thank you. And your first and last name?

Speaker speaker\_2: Michael Brooks.

Speaker speaker\_1: Okay, there we go. Mr. Brooks, could you verify your address and your date of birth for me please?

Speaker speaker\_2: 1253 Winterset Drive, Clarksville, Tennessee 37040, and it is April 7th, 1975.

Speaker speaker\_1: All right, thank you. So on the file I have is 931-206-2371. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. All right, and did you have an idea of what you wanted to enroll in too, sir?

Speaker speaker\_2: Medical, dental, and vision.

Speaker speaker\_1: Okay. Uh, as far as medical, there are a couple of options. Uh, there's the StayHealthy TellRX plan, which is preventative care services only, so things like physicals, vaccines, and cancer screenings. But services like regular doctor visits and hospital visits are not covered by that plan.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Uh, then there's, then there's the VIP Standard and VIP Classic plans. These plans will cover the doctor's visits and hospital visits, but those preventative care services like the physicals and vaccines and the like are not covered by that plan, or either one of those. Um, and then finally, there's the StayHealthy Enhanced plan, which is kind of a combination. It'll cover the preventative care services that StayHealthy covers, on top of covering some of the, uh, doctors and hospital benefits that the VIP plans cover.

Speaker speaker\_2: Okay. How much is that?

Speaker speaker\_1: Uh, that, that, uh, combination plan is \$42.71 per week.

Speaker speaker\_2: Okay. So, so there's three tiers?

Speaker speaker\_1: Mm...

Speaker speaker\_2: Okay.

Speaker speaker\_1: S- so not, not necessarily. There's two level- there's two different medical policies entirely, there's StayHealthy and VIP. Each type of medical plan has two tiers. So they're Stay-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... there's this, uh, there's StayHealthy which is preventative only, and then StayHealthy Enhanced which is preventative and treatment. And then there's both levels of VIP which are both treatment only, but not preventative care.

Speaker speaker\_2: Okay. So the best one would be, would be the second one on the first one, because it covers both, correct?

Speaker speaker\_1: Ye- that is the one that covers both preventative care and treatment visits, yes, sir.

Speaker speaker\_2: Okay, how much is that one?

Speaker speaker\_1: That is \$42.71 per week if it's for just yourself.

Speaker speaker\_2: Okay. And how much is the dental and vision?

Speaker speaker\_1: Uh, for just yourself, dental is 3.52 and vision is 2.15.

Speaker speaker\_2: Okay. Let me go with that \$44 one, the preventative and whatever, and then the dental and vision.

Speaker speaker\_1: Okay. That totals up to \$48.38 per week. Do you authorize Crown to make those deductions?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. It's gonna take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following the first deduction is when policies become effective. ID cards will arrive about a week or two after that effective date, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, anything else?

Speaker speaker\_2: Nope. Uh, uh, what, what insurance carrier is it through?

Speaker speaker\_1: Uh, medical is through a company called 90 Degree Benefits. Dental is through American Public Life. And vision is through MetLife.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right.

Speaker speaker\_2: All right.

Speaker speaker\_1: Anything else?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: You're welcome. Bye now.