

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you? Should I just send me a email? What does the email say? Um, hold on. It says, "Welcome to Crown Benefits," um... Okay. Um, so we're the healthcare administrators for staff and agencies. Did you recently start working with them? Uh-huh. Okay, so that means you're- Mm-hmm. So that means that you're within your personal open enrollment period, which means you have 30 days from the day that you receive your first check to enroll into any healthcare benefits that they offer such as like dental, vision, and it's through the staff and agency. If you do wish to enroll, depending on how many plans you were to select as well as if you add dependents, has a lot to do of how much the weekly deductions are from your paycheck for those selected plans. And I was going to tell you- I already have that done. Oh, okay. And I was gonna also tell you that Crown does auto-enroll their members into a preventative plan called the MEC Tele RX. So if you don't wish to be auto-enrolled into it, um, you would have to opt out, which we can do that right now if you don't want to be enrolled into any of the benefits that they offer. What kind of benefits? It's health... It's only healthcare benefits like vision, dental, preventative. And they do have their, um, weekly deductions. Yeah, you can find me out 'cause I don't need... I already have my own insurance. Gotcha. I just need the last four of your Social. 1433. Okay. For security purposes, Mr. Turner, can you please verify your address and date of birth? March 23rd, '89. And then what's that address? Uh, 5920 Bermuda Drive. And then the state and city? St. Louis, Missouri. It's 556-5911, your phone number. Yeah. And then I have your first name, last name, period34@gmail.com. Is that correct? Yep. Okay. So I went ahead and declined your auto-enrollment so you won't be enrolled into any of the plans. Um, did you have any questions? No, ma'am. Okay, have a great time. All right. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Should I just send me a email?

Speaker speaker_1: What does the email say?

Speaker speaker_2: Um, hold on. It says, "Welcome to Crown Benefits," um...

Speaker speaker_1: Okay. Um, so we're the healthcare administrators for staff and agencies. Did you recently start working with them?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay, so that means you're-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So that means that you're within your personal open enrollment period, which means you have 30 days from the day that you receive your first check to enroll into any healthcare benefits that they offer such as like dental, vision, and it's through the staff and agency. If you do wish to enroll, depending on how many plans you were to select as well as if you add dependents, has a lot to do of how much the weekly deductions are from your paycheck for those selected plans. And I was going to tell you-

Speaker speaker_2: I already have that done.

Speaker speaker_1: Oh, okay. And I was gonna also tell you that Crown does auto-enroll their members into a preventative plan called the MEC Tele RX. So if you don't wish to be auto-enrolled into it, um, you would have to opt out, which we can do that right now if you don't want to be enrolled into any of the benefits that they offer.

Speaker speaker_2: What kind of benefits?

Speaker speaker_1: It's health... It's only healthcare benefits like vision, dental, preventative. And they do have their, um, weekly deductions.

Speaker speaker_2: Yeah, you can find me out 'cause I don't need... I already have my own insurance.

Speaker speaker_1: Gotcha. I just need the last four of your Social.

Speaker speaker_2: 1433.

Speaker speaker_1: Okay. For security purposes, Mr. Turner, can you please verify your address and date of birth?

Speaker speaker_2: March 23rd, '89.

Speaker speaker_1: And then what's that address?

Speaker speaker_2: Uh, 5920 Bermuda Drive.

Speaker speaker_1: And then the state and city?

Speaker speaker_2: St. Louis, Missouri.

Speaker speaker_1: It's 556-5911, your phone number.

Speaker speaker_2: Yeah.

Speaker speaker_1: And then I have your first name, last name, period34@gmail.com. Is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So I went ahead and declined your auto-enrollment so you won't be enrolled into any of the plans. Um, did you have any questions?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay, have a great time.

Speaker speaker_2: All right. You too.