

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? Hi. My name was Victor, and I was doing the insurance online, and they told me I had to call you guys. Okay. Um, what staff and agency do you work for? Crown. Okay. And then what's your social? 537-29-3470. Uh, the last four. 3470. And then, what's your last name? Tyler. For security purposes, can you verify your full address as well as the date of birth? 3416 Oak Lawn Drive, Clarksville, 37042. January 17th, 1994. Okay. Thank you. Is your phone number still the 501-410-4696? Yes, ma'am. 4696. Yes, ma'am. Okay. And then I have P-O-L-O-V-I-C7@gmail.com? Yes, ma'am. Okay. And then did you know already which one you want to be enrolled into or did you want me to go over it with you? I would like you to go over it. Okay. Um, would you like me to send you the benefit guide? That benefit guide has all the plans that they offer. I don't know if you want to visually see something while I'm explaining them. Nah, I'd just like to hear it. Okay. All right. Give me one second. All right. So they all... Plans, depending on how many you select as well as if you add dependents to those plans depends a lot on how much weekly deduction is for these plans from your paycheck. Um, were you looking at enrolling by yourself or with a dependent? By myself only. By yourself? Okay. So the first plan that I'm gonna go over is called the Stay Healthy NEC Enhanced. This plan requires you to stay within the network to receive coverage. Um, but it offers both preventative, your preventative services, which would be like one physical visit a year, some vaccinations, some cancer and STD screening, and even some counseling. And it also offers your hospital indemnity services, which would be your doctor visits when you're sick, hospital visits, urgent care, emergency room, and surgeries. So this plan outta the one, all of the medical plans that they offer, is the only one that offers both your preventative and your hospital indemnity. The other three that they offer only offer either one or the other. So, this plan is called the Stay Healthy NEC Enhanced. With your NEC Enhanced, since it offers those benefits, it does require co-pays in the area of primary care visits, wh- it would be a \$10 co-pay for that area. And you're limited to four visits annually per person or 10 per family. For specialty care visits, the co-pay would be a \$50, and you would also be limited to four visits annually per person or 10 per family. In the area of urgent care, the co-pay is a \$60, and you would be limited to four visits annually per person or 10 per family. When it comes to your prescription benefits, you have prescription benefits with the lot far-... and with Pharmaville. But with your generic prescriptions you are required co-pay is. So for the pharmacy option, you will have a 30-day supply and a \$5 co-pay would be required. For your mail-order option, you have a 90-day supply and a \$15 co-pay is required. This plan also includes something called Virtual Urgent Care, which gives you medical assistance virtually with medical providers. And this plan covers a flat fee towards your hospital indemnity services. So for hospital admission benefit, they would cover a flat fee

of \$1,000 per day for a max of one day. For hospital confinement benefit, they would cover a flat fee of \$100 per day for a max of 30 days. For surgery and hospital, they would cover \$500 per day for a max of one day. For surgery and physician office, they would cover a flat fee of \$125 per day for a max of one day. Event study and follow-up tests, they would cover \$25 per day for a max of one day. If you were to select the NEC Enhanced for employee only, that would be a weekly deduction of \$42.76 from your paycheck. So this is the first plan, and this is the only one that offers both your preventative and your hospital indemnity, okay? Um, so that's for your NEC Enhanced. Then they offer three other medical plans. So the second one is called the Stay Healthy NEC Tele-RS. So the one that's called NEC Tele-RS also requires you to stay within the network. However, this plan is only for your preventative services. So this is only gonna cover like one physical visit a year, some vaccinations, some STD and cancer screening, and even some counseling. However, your Stay Healthy NEC Tele-RS does not cover your hospital indemnity services, meaning that one doesn't cover your doctor visits if you go to the doctor because you get sick, your hospital visits, urgent care, emergency room, 911. So it's only for preventative services. It does i-... and it does also include virtual urgent care and it offers a membership to 3RX which is the access to over 800 of the top 90% generic drugs for a cheaper price. If you were to select your preventative plan, which is your MEC TeleRx for employee, that would be a weekly deduction of \$15.67. And for your TVIPs, they offer the VIP Standard and the VIP Classic. Um, with these, these are the ones that only cover hospital indemnity services, which would be your doctor visits if you get sick, hospital visits, urgent care, emergency room, and surgeries. However, the two VIPs, which is the Standard and the Classic, only cover hospital indemnity. They don't cover your preventative services. So they don't cover your physical, nor some vaccinations, nor your STD and cancer screenings. The VIPs are only for hospital- hospital indemnity. Um, they do have their prescription benefits with Pharmaville. And this plan also does include viri- urgent care. The main difference between the Standard and the Classic is that the VIP Standard doesn't cover intensive care unit benefit, rehabilitation benefit, nor any preventive surgery that you may inquire, while your VIP Classic does. And then the Classic one's gonna cover a greater dollar flat fee towards whatever service you go for. So for example, for surgery and hospital, if you were to select the VIP Standard, they would cover \$250 per day for a max of one day, while your VIP Classic would cover a flat fee of \$500 per day for a max of one day. For surgery and physician, the Standard covers \$125 per day for a max of two days, while your VIP Classic would cover \$250 per day for a max of two days. If you were to select between the Standard and the Classic for employee, the VIP Standard would be a weekly deduction of \$17.07. And then the VIP Classic would be a weekly deduction of \$18.86 from your paycheck. They also do offer additional benefits. Um, those would be like your dental, your vision, your short-term, your 24-hour group accident, your term life, behavior health and ID social class. And those also do have their separate deductions to them. So for example, if you were interested in short-term for employee, that would be a weekly deduction of \$2.15. For dental for employee, that would be a weekly- weekly deduction of \$3.52. Um, so that would just be added on to what you select. Did you have any questions about anything? So like with me personally, I was just trying to get insurance that covers me only and that I can get my, uh, my insulin with. I'm a type one diabetic and go to the doctor and emergency room. Okay. So it really just depends because, um, the only plan that they offer that has like both your preventatives, which would be considered like your one physical, uh, your screenings, some STD and cancer

screenings, as well as like coverage with the hospital area would be the MEC Enhanced. Um, and then the two VIPs being the Standard and the Classic only cover like your actual doctor visits, like if you were already sick, emergency room surgeries. But they don't cover your preventative services. And then the TeleRx one is on- only covers your preventative services. It wouldn't cover actual like doctor visits if you get sick. The only one that would do that is the MEC Enhanced. Um, but they all have their prescription benefits. The MEC TeleRx through Alexantr and then the VIPs through Pharmaville. Or if you select the MEC Enhanced, which is the one that offers both benefits, you get prescription with Alexantr and with Pharmaville. Okay, I'll go with that one. With the MEC Enhanced? Yes, ma'am. That's one that covers the doctor visits- Mm-hmm. ... and the medicine. Yeah. So all of them cover, um... All of them have their prescription benefits, but for the doctor visits, it would only be the VIPs or the MEC Enhanced with... And then the MEC Enhanced, of course offers both benefits, but your preventative and your hospital indemnity, that's the only one that offers both. Okay. Do you want to do the Enhanced? Yes, ma'am. Okay. And then did you want to add any other plan? Uh, I just want to do like the medical. Okay. So just the medical one. Um, they do also offer like dental, short-term, term life, vision, group accident- Can I add short-term? Yes. Did you want me to read you what it covers? 'Cause I can. No, I just need to add uh, short-term. Okay. For short-term disability, that would be a weekly deduction of \$3.82. Um, did you just want to do those two? That would be term life, vision, critical illness, group accident- What term life? It's your life plan. So employees to age 64, they would get \$20,000. Spouse, \$2,500. Children six months up to 26- up to 26, \$2,500. Children 14 to 18 up to six months, \$2,500. Okay. Can I add... Uh, is this the one with the... 'Cause I'm still online. Is this the one with the medical already? The medical, the VIP, the free RX? So the free RX would be, um, the MEC TeleRx. So I guess it's this one then. That would be the... So you can include that. Um, give me one second. You could include that membership. For employee only, that's \$5.99. And then the one that already includes the MEC TeleRx, that's the one that only covers your preventative service- services, preventative services only, like one physical visit a year, some cancer screenings, some X-rays. Now, it's time for the four. I'm sorry? I was looking for one that has the four included visits. So none of them include vision already. None of the medical plans that we have- Say vision. Okay. The four including doctor visits. Yeah, the MEC Enhanced? Yeah, that's the one I have selected. Okay. Did you want to add the free RX also? That's \$5.99, um, for that membership, 'cause it includes vision. Can that include my medicines? Yes. So you already have prescription benefits with Alexion and with, um, Pharmaville. But I mean, if you wanna add the free RX, you can do that, too. That's a membership, um, that gives you access to over 800 of the top 90% generic drugs prescribed in the US. And you could find them for, like, a cheaper price with that subscription, but like I said, you do have, um, prescription benefits with Alexion and with Pharmaville, with the medical plan that you selected. Um, so I don't know if you still wanna add the free RX or if you just wanna leave that off. If I add that one, is there a way I can find out if they cover my insulin? So I wouldn't be able to tell you that, 'cause I don't have the list of, like, the medicines that are covered or not. Um, give me one second. Let me see if I can find out. Can I put you in brief hold? Yes, ma'am. Okay. Okay, sir. Thank you for holding. Okay. So there's no way that I can actually find out. Um, who you would have to reach out to would be, like, their customer service, and I can actually provide that number to you if you wish. But like I said, you do have prescription benefits with Alexion and with Pharmaville. But if you still wish to add the free RX, um, and

you're wanting to know if insulin would be covered or not, I can provide that phone number to you, and you're welcome to contact them, and they would for sure let you know if that's something that they cover or not. Okay. What's the phone number? It is 855-927-0390. I'm gonna repeat it one more time. So that's 855-927-0390. And then the last day that you have to enroll would be today. Um, we're open from 8:00 AM up until 8:00 PM. So if you want it for now, we can go ahead and select what you chose, or you're welcome to call them if, if you just wanna add everything together, and then call us back. But I can go ahead and select your MEC Enhanced as well as your short-term disability, but it's your choice. Yes, ma'am. That's fine. And then, uh, so if I wanted to call back and add the free RX, I could? Yes. Yes, sir. As long as you call today. Um, we do close at 8:00 PM, and we're Eastern Time. Okay, that's fine. I'm not sure if there's a time difference where you are. Right now, it's 11:38 down here. Okay, that's fine. I, I'll call back ahead of time, but I would like to add those two for sure right now. Okay. Um, so do you allow Crown Services to do the weekly deduction of the \$46.58 for these two selected plans? Yes, ma'am. Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$46.58 come out of your Thursday paycheck, the following Monday is when you'll have active coverage. And then by that Thursday or Friday, you should be receiving your MEC-enhanced card, um, through the mail. And if for some reason once you have active coverage, you have like, a doctor's appointment and you still don't have your card, you're welcome to give us a call and we can email it to you, um, once it's available. Okay, and you said this membership is only active while I'm still with Crown? Yes. So since it's... Um, since th- these are weekly deductions, for you to have active coverage, they would have to be making deductions out of your paycheck for these plans. Okay. And then, um, you're welcome to give us a call back whenever they inform you if that's covered or not. So for now, you do have the MEC-enhanced and the short-term disability, and you're welcome to call us back once you find out if, um, if that's covered or not. If you still wanna add the 3Rx membership, you're welcome to. And if not, well, you already signed up for those two, so you wouldn't really have to call. But if you do wanna, um, add it, you do have to contact us. Okay. So now, you really just have to wait for their staffing agency to start making that deduction of the \$46.58. Once you see that first deduction, the following Monday of that deduction is when you have active coverage, and then that Thursday or Friday, you should be getting your card. Okay, thank you. And then all of that... You're welcome. And then the, um, MultiPlan Network phone number is on that information that they're gonna mail out to you. That's the number that has the list of preferred providers that you can contact that takes that, um, coverage that you picked out. And then the pharmacy information is on there, too. So you'll get all that information. Did you have any questions? No, ma'am. Okay. Well, I hope you have a great day. Thank you for your time. All right. Thank you. Thank you.

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: Hi. My name was Victor, and I was doing the insurance online, and they told me I had to call you guys.

Speaker speaker_1: Okay. Um, what staff and agency do you work for?

Speaker speaker_2: Crown.

Speaker speaker_1: Okay. And then what's your social?

Speaker speaker_2: 537-29-3470.

Speaker speaker_1: Uh, the last four.

Speaker speaker_2: 3470.

Speaker speaker_1: And then, what's your last name?

Speaker speaker_2: Tyler.

Speaker speaker_1: For security purposes, can you verify your full address as well as the date of birth?

Speaker speaker_2: 3416 Oak Lawn Drive, Clarksville, 37042. January 17th, 1994.

Speaker speaker_1: Okay. Thank you. Is your phone number still the 501-410-4696?

Speaker speaker_2: Yes, ma'am. 4696. Yes, ma'am.

Speaker speaker_1: Okay. And then I have P-O-L-O-V-I-C7@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then did you know already which one you want to be enrolled into or did you want me to go over it with you?

Speaker speaker_2: I would like you to go over it.

Speaker speaker_1: Okay. Um, would you like me to send you the benefit guide? That benefit guide has all the plans that they offer. I don't know if you want to visually see something while I'm explaining them.

Speaker speaker_2: Nah, I'd just like to hear it.

Speaker speaker_1: Okay. All right. Give me one second. All right. So they all... Plans, depending on how many you select as well as if you add dependents to those plans depends a lot on how much weekly deduction is for these plans from your paycheck. Um, were you looking at enrolling by yourself or with a dependent?

Speaker speaker_2: By myself only.

Speaker speaker_1: By yourself? Okay. So the first plan that I'm gonna go over is called the Stay Healthy NEC Enhanced. This plan requires you to stay within the network to receive coverage. Um, but it offers both preventative, your preventative services, which would be like one physical visit a year, some vaccinations, some cancer and STD screening, and even

some counseling. And it also offers your hospital indemnity services, which would be your doctor visits when you're sick, hospital visits, urgent care, emergency room, and surgeries. So this plan outta the one, all of the medical plans that they offer, is the only one that offers both your preventative and your hospital indemnity. The other three that they offer only offer either one or the other. So, this plan is called the Stay Healthy NEC Enhanced. With your NEC Enhanced, since it offers those benefits, it does require co-pays in the area of primary care visits, wh- it would be a \$10 co-pay for that area. And you're limited to four visits annually per person or 10 per family. For specialty care visits, the co-pay would be a \$50, and you would also be limited to four visits annually per person or 10 per family. In the area of urgent care, the co-pay is a \$60, and you would be limited to four visits annually per person or 10 per family. When it comes to your prescription benefits, you have prescription benefits with the lot far... and with Pharmaville. But with your generic prescriptions you are required co-pay is. So for the pharmacy option, you will have a 30-day supply and a \$5 co-pay would be required. For your mail-order option, you have a 90-day supply and a \$15 co-pay is required. This plan also includes something called Virtual Urgent Care, which gives you medical assistance virtually with medical providers. And this plan covers a flat fee towards your hospital indemnity services. So for hospital admission benefit, they would cover a flat fee of \$1,000 per day for a max of one day. For hospital confinement benefit, they would cover a flat fee of \$100 per day for a max of 30 days. For surgery and hospital, they would cover \$500 per day for a max of one day. For surgery and physician office, they would cover a flat fee of \$125 per day for a max of one day. Event study and follow-up tests, they would cover \$25 per day for a max of one day. If you were to select the NEC Enhanced for employee only, that would be a weekly deduction of \$42.76 from your paycheck. So this is the first plan, and this is the only one that offers both your preventative and your hospital indemnity, okay? Um, so that's for your NEC Enhanced. Then they offer three other medical plans. So the second one is called the Stay Healthy NEC Tele-RS. So the one that's called NEC Tele-RS also requires you to stay within the network. However, this plan is only for your preventative services. So this is only gonna cover like one physical visit a year, some vaccinations, some STD and cancer screening, and even some counseling. However, your Stay Healthy NEC Tele-RS does not cover your hospital indemnity services, meaning that one doesn't cover your doctor visits if you go to the doctor because you get sick, your hospital visits, urgent care, emergency room, 911. So it's only for preventative services. It does i-... and it does also include virtual urgent care and it offers a membership to 3RX which is the access to over 800 of the top 90% generic drugs for a cheaper price. If you were to select your preventative plan, which is your MEC TeleRx for employee, that would be a weekly deduction of \$15.67. And for your TVIPs, they offer the VIP Standard and the VIP Classic. Um, with these, these are the ones that only cover hospital indemnity services, which would be your doctor visits if you get sick, hospital visits, urgent care, emergency room, and surgeries. However, the two VIPs, which is the Standard and the Classic, only cover hospital indemnity. They don't cover your preventative services. So they don't cover your physical, nor some vaccinations, nor your STD and cancer screenings. The VIPs are only for hospital- hospital indemnity. Um, they do have their prescription benefits with Pharmaville. And this plan also does include viri- urgent care. The main difference between the Standard and the Classic is that the VIP Standard doesn't cover intensive care unit benefit, rehabilitation benefit, nor any preventive surgery that you may inquire, while your VIP Classic does. And then the Classic one's gonna cover a greater dollar flat fee towards

whatever service you go for. So for example, for surgery and hospital, if you were to select the VIP Standard, they would cover \$250 per day for a max of one day, while your VIP Classic would cover a flat fee of \$500 per day for a max of one day. For surgery and physician, the Standard covers \$125 per day for a max of two days, while your VIP Classic would cover \$250 per day for a max of two days. If you were to select between the Standard and the Classic for employee, the VIP Standard would be a weekly deduction of \$17.07. And then the VIP Classic would be a weekly deduction of \$18.86 from your paycheck. They also do offer additional benefits. Um, those would be like your dental, your vision, your short-term, your 24-hour group accident, your term life, behavior health and ID social class. And those also do have their separate deductions to them. So for example, if you were interested in short-term for employee, that would be a weekly deduction of \$2.15. For dental for employee, that would be a weekly- weekly deduction of \$3.52. Um, so that would just be added on to what you select. Did you have any questions about anything?

Speaker speaker_3: So like with me personally, I was just trying to get insurance that covers me only and that I can get my, uh, my insulin with. I'm a type one diabetic and go to the doctor and emergency room.

Speaker speaker_1: Okay. So it really just depends because, um, the only plan that they offer that has like both your preventatives, which would be considered like your one physical, uh, your screenings, some STD and cancer screenings, as well as like coverage with the hospital area would be the MEC Enhanced. Um, and then the two VIPs being the Standard and the Classic only cover like your actual doctor visits, like if you were already sick, emergency room surgeries. But they don't cover your preventative services. And then the TeleRx one is on-only covers your preventative services. It wouldn't cover actual like doctor visits if you get sick. The only one that would do that is the MEC Enhanced. Um, but they all have their prescription benefits. The MEC TeleRx through Alexantr and then the VIPs through Pharmaville. Or if you select the MEC Enhanced, which is the one that offers both benefits, you get prescription with Alexantr and with Pharmaville.

Speaker speaker_3: Okay, I'll go with that one.

Speaker speaker_1: With the MEC Enhanced?

Speaker speaker_3: Yes, ma'am. That's one that covers the doctor visits-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... and the medicine.

Speaker speaker_1: Yeah. So all of them cover, um... All of them have their prescription benefits, but for the doctor visits, it would only be the VIPs or the MEC Enhanced with... And then the MEC Enhanced, of course offers both benefits, but your preventative and your hospital indemnity, that's the only one that offers both.

Speaker speaker_3: Okay.

Speaker speaker_1: Do you want to do the Enhanced?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Okay. And then did you want to add any other plan?

Speaker speaker_3: Uh, I just want to do like the medical.

Speaker speaker_1: Okay. So just the medical one. Um, they do also offer like dental, short-term, term life, vision, group accident-

Speaker speaker_3: Can I add short-term?

Speaker speaker_1: Yes. Did you want me to read you what it covers? 'Cause I can.

Speaker speaker_3: No, I just need to add uh, short-term.

Speaker speaker_1: Okay. For short-term disability, that would be a weekly deduction of \$3.82. Um, did you just want to do those two? That would be term life, vision, critical illness, group accident-

Speaker speaker_3: What term life?

Speaker speaker_1: It's your life plan. So employees to age 64, they would get \$20,000. Spouse, \$2,500. Children six months up to 26- up to 26, \$2,500. Children 14 to 18 up to six months, \$2,500.

Speaker speaker_3: Okay. Can I add... Uh, is this the one with the... 'Cause I'm still online. Is this the one with the medical already? The medical, the VIP, the free RX?

Speaker speaker_1: So the free RX would be, um, the MEC TeleRx.

Speaker speaker_3: So I guess it's this one then.

Speaker speaker_1: That would be the... So you can include that. Um, give me one second. You could include that membership. For employee only, that's \$5.99. And then the one that already includes the MEC TeleRx, that's the one that only covers your preventative service-services, preventative services only, like one physical visit a year, some cancer screenings, some X-rays.

Speaker speaker_3: Now, it's time for the four.

Speaker speaker_1: I'm sorry?

Speaker speaker_3: I was looking for one that has the four included visits.

Speaker speaker_1: So none of them include vision already. None of the medical plans that we have-

Speaker speaker_3: Say vision.

Speaker speaker_1: Okay.

Speaker speaker_3: The four including doctor visits.

Speaker speaker_1: Yeah, the MEC Enhanced? Yeah, that's the one I have selected.

Speaker speaker_3: Okay.

Speaker speaker_1: Did you want to add the free RX also? That's \$5.99, um, for that membership, 'cause it includes vision.

Speaker speaker_3: Can that include my medicines?

Speaker speaker_1: Yes. So you already have prescription benefits with Alexion and with, um, Pharmaville. But I mean, if you wanna add the free RX, you can do that, too. That's a membership, um, that gives you access to over 800 of the top 90% generic drugs prescribed in the US. And you could find them for, like, a cheaper price with that subscription, but like I said, you do have, um, prescription benefits with Alexion and with Pharmaville, with the medical plan that you selected. Um, so I don't know if you still wanna add the free RX or if you just wanna leave that off.

Speaker speaker_3: If I add that one, is there a way I can find out if they cover my insulin?

Speaker speaker_1: So I wouldn't be able to tell you that, 'cause I don't have the list of, like, the medicines that are covered or not. Um, give me one second. Let me see if I can find out. Can I put you in brief hold?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Okay. Okay, sir. Thank you for holding. Okay. So there's no way that I can actually find out. Um, who you would have to reach out to would be, like, their customer service, and I can actually provide that number to you if you wish. But like I said, you do have prescription benefits with Alexion and with Pharmaville. But if you still wish to add the free RX, um, and you're wanting to know if insulin would be covered or not, I can provide that phone number to you, and you're welcome to contact them, and they would for sure let you know if that's something that they cover or not.

Speaker speaker_3: Okay. What's the phone number?

Speaker speaker_1: It is 855-927-0390. I'm gonna repeat it one more time. So that's 855-927-0390. And then the last day that you have to enroll would be today. Um, we're open from 8:00 AM up until 8:00 PM. So if you want it for now, we can go ahead and select what you chose, or you're welcome to call them if, if you just wanna add everything together, and then call us back. But I can go ahead and select your MEC Enhanced as well as your short-term disability, but it's your choice.

Speaker speaker_3: Yes, ma'am. That's fine. And then, uh, so if I wanted to call back and add the free RX, I could?

Speaker speaker_1: Yes. Yes, sir. As long as you call today. Um, we do close at 8:00 PM, and we're Eastern Time.

Speaker speaker_3: Okay, that's fine.

Speaker speaker_1: I'm not sure if there's a time difference where you are. Right now, it's 11:38 down here.

Speaker speaker_3: Okay, that's fine. I, I'll call back ahead of time, but I would like to add those two for sure right now.

Speaker speaker_1: Okay. Um, so do you allow Crown Services to do the weekly deduction of the \$46.58 for these two selected plans?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction of the \$46.58 come out of your Thursday paycheck, the following Monday is when you'll have active coverage. And then by that Thursday or Friday, you should be receiving your MEC-enhanced card, um, through the mail. And if for some reason once you have active coverage, you have like, a doctor's appointment and you still don't have your card, you're welcome to give us a call and we can email it to you, um, once it's available.

Speaker speaker_3: Okay, and you said this membership is only active while I'm still with Crown?

Speaker speaker_1: Yes. So since it's... Um, since th- these are weekly deductions, for you to have active coverage, they would have to be making deductions out of your paycheck for these plans.

Speaker speaker_3: Okay.

Speaker speaker_1: And then, um, you're welcome to give us a call back whenever they inform you if that's covered or not. So for now, you do have the MEC-enhanced and the short-term disability, and you're welcome to call us back once you find out if, um, if that's covered or not. If you still wanna add the 3Rx membership, you're welcome to. And if not, well, you already signed up for those two, so you wouldn't really have to call. But if you do wanna, um, add it, you do have to contact us.

Speaker speaker_3: Okay.

Speaker speaker_1: So now, you really just have to wait for their staffing agency to start making that deduction of the \$46.58. Once you see that first deduction, the following Monday of that deduction is when you have active coverage, and then that Thursday or Friday, you should be getting your card.

Speaker speaker_3: Okay, thank you.

Speaker speaker_1: And then all of that... You're welcome. And then the, um, MultiPlan Network phone number is on that information that they're gonna mail out to you. That's the number that has the list of preferred providers that you can contact that takes that, um, coverage that you picked out. And then the pharmacy information is on there, too. So you'll get all that information. Did you have any questions?

Speaker speaker_3: No, ma'am.

Speaker speaker_1: Okay. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_3: All right. Thank you.

Speaker speaker_1: Thank you.