

## Transcript: Francesca

**Baez-4612892733390848-4539272136933376**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefitinga Card, looking to speak with Mr. Patrick. Yes. Good afternoon, sir. We're calling you on behalf of your staffing company, Crown Services, regarding the message you received at 1:00 PM, um, to which you were asking what does BIC mean. Mm-hmm. Yeah, so BIC stands for the company that I'm calling you from, Benefitinga Card. We're the administrators for the health insurance the staffing companies offer their employees. The reason why you have that message is because the benefits that you were enrolled into with Crown Services are currently inactive this week due to no payment, so the automated system was just informing you of that. And what'd you say again? I'm sorry? What'd you say? I said, just explained to you, sir, the reason why you received the message is because the service, the health insurance that you have with Crown Services was not active. There was no payment received for it. The automated system was just informing you of that. That's why they sent you the message. Oh, yes, I saw the message. Yes, sir. Do you have any other questions regarding this? So, uh, w- what, what does the c- what, what, which is the coverage? What the coverage? So from the looks of your account, you were auto-enrolled into the Medical Preventative Care Plan, MEC TeleRx, per Crown Services company policy of auto-enrolling their new hires into a Medical Preventative Care Plan. So it's gonna cover your health preventative services like your annual physical, screenings that are preventative like your blood pressure or iron deficiency, preventative counselings like a healthy diet or avoiding UV exposures from the sun, along with your preventative immunizations such as tetanus, varicella or influenza, and your preventative prescriptions that are generic like vitamins or statins. It does come with a virtual urgent care package and a FreeRx membership for prescriptions as well as the fact that it has a network requirement. Yes. Oh, yeah. Uh, I think, uh, I have used your, your medical insurance but it doesn't di- didn't work, so I used to... Did you make sure... Oh, I'm sorry. Go ahead. Yeah. I said, uh, I, I tried to use the, the kind of, um, medical insurance that I sent to me but it didn't work, then that day I paid by myself. Did you make sure that the clinic or office you were going to was within the network? Uh, no, I was not sure, but it didn't work that time. It could be that you were in a place that's not within the network. Um, so specifically speaking with a medical insurance plan has a network requirement. It means that there is a specific list of places and doctors that you have to be seen by in order for the services to be covered by their plan. Yes. So... If you like... Go ahead. Uh, well, you can... Are you able to cancel that? Yes, sir. I can cancel it for you if you like. Yeah, you can cancel 'cause now I change the... I'm now working with the new company, so I don't still need that 'cause I'm looking for the new coverage. Understood. With that being said, just due to my line being recorded, you say that you would like to cancel the benefits with Crown Services, correct? Correct. All right. I put in the request for the

cancellation, so it will take seven to 10 business days to process through. If you're no longer receiving a paycheck from Crown Services, you're gonna receive roughly one or two more of those text messages, okay? Okay. All right, so you are all set. Was there anything else aside from canceling that that we can assist you with today? Uh, no, it's that. Understood. Thank you so much, Mr. Patrick, for taking my call. I hope you have a wonderful rest of your day. Thank you back. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca of Benefitinga Card, looking to speak with Mr. Patrick.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Good afternoon, sir. We're calling you on behalf of your staffing company, Crown Services, regarding the message you received at 1:00 PM, um, to which you were asking what does BIC mean.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Yeah, so BIC stands for the company that I'm calling you from, Benefitinga Card. We're the administrators for the health insurance the staffing companies offer their employees. The reason why you have that message is because the benefits that you were enrolled into with Crown Services are currently inactive this week due to no payment, so the automated system was just informing you of that.

Speaker speaker\_2: And what'd you say again?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: What'd you say?

Speaker speaker\_1: I said, just explained to you, sir, the reason why you received the message is because the service, the health insurance that you have with Crown Services was not active. There was no payment received for it. The automated system was just informing you of that. That's why they sent you the message.

Speaker speaker\_2: Oh, yes, I saw the message.

Speaker speaker\_1: Yes, sir. Do you have any other questions regarding this?

Speaker speaker\_2: So, uh, w- what, what does the c- what, what, which is the coverage? What the coverage?

Speaker speaker\_1: So from the looks of your account, you were auto-enrolled into the Medical Preventative Care Plan, MEC TeleRx, per Crown Services company policy of auto-enrolling their new hires into a Medical Preventative Care Plan. So it's gonna cover your

health preventative services like your annual physical, screenings that are preventative like your blood pressure or iron deficiency, preventative counselings like a healthy diet or avoiding UV exposures from the sun, along with your preventative immunizations such as tetanus, varicella or influenza, and your preventative prescriptions that are generic like vitamins or statins. It does come with a virtual urgent care package and a FreeRx membership for prescriptions as well as the fact that it has a network requirement.

Speaker speaker\_2: Yes. Oh, yeah. Uh, I think, uh, I have used your, your medical insurance but it doesn't di- didn't work, so I used to...

Speaker speaker\_1: Did you make sure... Oh, I'm sorry. Go ahead.

Speaker speaker\_2: Yeah. I said, uh, I, I tried to use the, the kind of, um, medical insurance that I sent to me but it didn't work, then that day I paid by myself.

Speaker speaker\_1: Did you make sure that the clinic or office you were going to was within the network?

Speaker speaker\_2: Uh, no, I was not sure, but it didn't work that time.

Speaker speaker\_1: It could be that you were in a place that's not within the network. Um, so specifically speaking with a medical insurance plan has a network requirement. It means that there is a specific list of places and doctors that you have to be seen by in order for the services to be covered by their plan.

Speaker speaker\_2: Yes. So...

Speaker speaker\_1: If you like... Go ahead.

Speaker speaker\_2: Uh, well, you can... Are you able to cancel that?

Speaker speaker\_1: Yes, sir. I can cancel it for you if you like.

Speaker speaker\_2: Yeah, you can cancel 'cause now I change the... I'm now working with the new company, so I don't still need that 'cause I'm looking for the new coverage.

Speaker speaker\_1: Understood. With that being said, just due to my line being recorded, you say that you would like to cancel the benefits with Crown Services, correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. I put in the request for the cancellation, so it will take seven to 10 business days to process through. If you're no longer receiving a paycheck from Crown Services, you're gonna receive roughly one or two more of those text messages, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, so you are all set. Was there anything else aside from canceling that that we can assist you with today?

Speaker speaker\_2: Uh, no, it's that.

Speaker speaker\_1: Understood. Thank you so much, Mr. Patrick, for taking my call. I hope you have a wonderful rest of your day.

Speaker speaker\_2: Thank you back.

Speaker speaker\_1: Bye-bye.