

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Crown. My name is Francesca. How can I assist you today? Yeah. Hey, uh, so what kind of benefits is coming up in 30 days that I received a text message? What would I be eligible for? What staffing company do you work with? Uh, Crown. Okay. So first will be a limited ... to their actively working employees. I believe so more like information of you being auto-enrolled into a plan MEC to the RX. Okay. Can we detail that? So what does that plan entail? What's... Go ahead. So is that after 30 days or is that after what? How does that work? The 30 days is your enrollment period. You have those 30 days after the first paycheck to enroll into the coverage that they offer. The plan that you have auto-enrolled into is a medical preventative care plan. It only covers preventative services which are those that you make sure you're healthy like your annual physical, screening for blood pressure, iron deficiency. Your counseling is for a healthy diet or avoiding UV exposures from the sun. And that's also gonna be included your preventative immunizations like the influenza, varicella or tetanus. And then the generic preventative prescriptions such as vitamins, statins or... Actually, I believe those are it. Vitamins or statins are the ones that go into the medical preventative plans. And then based on the selection that your staffing company offers, that plan, excuse me, that plan also comes with a free RX membership and a virtual urgent care. And what- Free RX membership status for prescriptions is gonna give you access to about 90% of the generic drugs that are prescribed in the US for free while you're under that membership. And then the last thing will be that the plan has a network requirement which means that there's a specific list of doctors and offices that you have to go into in order for that plan to cover those services. And so w- w- what, what is the premium? It'll be \$15.67... How may I... .. per paycheck being deducted if you were to be auto-enrolled into it. Oh. Yeah. So if I do nothing, I won't be added in it, right? Uh, no, vice versa. If you don't do anything, the system will enroll you into it. If you do not want it, you can let me know so that I can process a declination for you. No, I don't want it 'cause I have insurance already. Okay. What are the last four of your Social? 7514. And your last name, please? Jackson. First name, Milton? Yep. All right. And then if you'd be so kind to verify your mailing address and date of birth to make sure I'm on the right account, please. 1925 Anderson City Road, Clarksville, Tennessee 37043. And what is your date of birth? 12/25/62. All right. I have contact down as the same number you called in, 615-378-7106, with the email of suits.fit@gmail.com. Yeah. There's a number 1126 after Road in your address. Is that a unit or apartment number? Apartment number. Okay. And then the last thing, Mr. Jackson, will be the verbal disclosure that today you're requesting to decline auto-enrollment with Crown Services, correct? Yep. All right. So you are all set, Mr. Jackson. You won't be enrolled into any benefits with Crown Services. In the event that there's any other plans that you would like to be enrolled into, you have all the way 'til April 19th, 2025 to process any enrollments with

their benefits. Okay, thank you. Of course. Was there anything else I can assist you with today? No, that'll be all. I hope you have a wonderful rest of your day and thank you for your time today. All right, bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Crown. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah. Hey, uh, so what kind of benefits is coming up in 30 days that I received a text message? What would I be eligible for?

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Crown.

Speaker speaker_0: Okay. So first will be a limited ... to their actively working employees. I believe so more like information of you being auto-enrolled into a plan MEC to the RX. Okay. Can we detail that?

Speaker speaker_1: So what does that plan entail? What's...

Speaker speaker_0: Go ahead.

Speaker speaker_1: So is that after 30 days or is that after what? How does that work?

Speaker speaker_0: The 30 days is your enrollment period. You have those 30 days after the first paycheck to enroll into the coverage that they offer. The plan that you have auto-enrolled into is a medical preventative care plan. It only covers preventative services which are those that you make sure you're healthy like your annual physical, screening for blood pressure, iron deficiency. Your counseling is for a healthy diet or avoiding UV exposures from the sun. And that's also gonna be included your preventative immunizations like the influenza, varicella or tetanus. And then the generic preventative prescriptions such as vitamins, statins or... Actually, I believe those are it. Vitamins or statins are the ones that go into the medical preventative plans. And then based on the selection that your staffing company offers, that plan, excuse me, that plan also comes with a free RX membership and a virtual urgent care.

Speaker speaker_1: And what-

Speaker speaker_0: Free RX membership status for prescriptions is gonna give you access to about 90% of the generic drugs that are prescribed in the US for free while you're under that membership. And then the last thing will be that the plan has a network requirement which means that there's a specific list of doctors and offices that you have to go into in order for that plan to cover those services.

Speaker speaker_1: And so w- w- what, what is the premium?

Speaker speaker_0: It'll be \$15.67...

Speaker speaker_1: How may I...

Speaker speaker_0: ... per paycheck being deducted if you were to be auto-enrolled into it.

Speaker speaker_1: Oh. Yeah. So if I do nothing, I won't be added in it, right?

Speaker speaker_0: Uh, no, vice versa. If you don't do anything, the system will enroll you into it. If you do not want it, you can let me know so that I can process a declination for you.

Speaker speaker_1: No, I don't want it 'cause I have insurance already.

Speaker speaker_0: Okay. What are the last four of your Social?

Speaker speaker_1: 7514.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Jackson.

Speaker speaker_0: First name, Milton?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. And then if you'd be so kind to verify your mailing address and date of birth to make sure I'm on the right account, please.

Speaker speaker_1: 1925 Anderson City Road, Clarksville, Tennessee 37043.

Speaker speaker_0: And what is your date of birth?

Speaker speaker_1: 12/25/62.

Speaker speaker_0: All right. I have contact down as the same number you called in, 615-378-7106, with the email of suits.fit@gmail.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: There's a number 1126 after Road in your address. Is that a unit or apartment number?

Speaker speaker_1: Apartment number.

Speaker speaker_0: Okay. And then the last thing, Mr. Jackson, will be the verbal disclosure that today you're requesting to decline auto-enrollment with Crown Services, correct?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. So you are all set, Mr. Jackson. You won't be enrolled into any benefits with Crown Services. In the event that there's any other plans that you would like to be enrolled into, you have all the way 'til April 19th, 2025 to process any enrollments with their benefits.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: All right, bye.

Speaker speaker_0: Bye.