

Transcript: Francesca

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Full Transcript

Hey. Welcome back to ... My card. My name is Francesca. How can I assist you today? Yeah. I'm trying to, um, get insurance but it's only to call this number. Can you repeat the electrical ... something for the address? Uh, Crown Services. What are the last four digits of your social security number? It's, uh, 3398. And lastly, your last name? S-A-L-I-N-A-S, Salinas. First name Gabriel? Yes. All right. To make sure I have the right account in front of me, could you please verify your mailing address and date of birth? My birthday is 2-8-78 and my address says 4201 South Clinton Avenue in Stickney. 60402 is the code. Is there a unit or apartment number? We have a number one after avenue. Oh. Yeah. I- I just put one. Yeah. I put, yes. It, it's a house. I'm sorry? Oh, it's a house. It's a house. Yeah. But I just put one. Yeah. Understood. So we... Should I take the one out of there or leave it? Yeah. You can take it out. Yeah. I don't need it. And then lastly, I have your contact information, cell phone number you called on, 708-980-4616, with your email as gabesalinas2016@yahoo.com. Yes. You said Gabe Salinas, right? Which are they... Yes, sir. Yes. And within the last 30 days, did you have coverage with another company by any chance that you lost involuntarily? No. All right. And lastly, did you start a new assignment with them or are you still on your current assignment from last year? I will start my current assignment. All right. Let's see this one. Okay. So while currently you're not eligible to enroll into new plans, um, you are eligible to do a reinstatement of the previous policy you had with them last year which shows that you were enrolled in VIP Classic for medical, dental and vision, life insurance, church and disability and behavior health which was virtual therapy. Yeah. And I do see here that you had your children's in that policy. Yeah. Was that what you were trying to do? Well, what- what was the total monthly amount for that one? I forgot. Let's see. So these are weekly benefits. Weekly, you were paying \$51.47 but if we were to look at it as a four-week month, you were paying \$205 with 88 cents per month for four weeks. Yeah. I'll just do that one. All right. And then keep the same dependents that you had activated on that policy at that moment? You said keep the same names? Um, yes. I was asking if you wanted to still keep the dependents on that policy which was Real and Julian, or did you want it just for yourself? My son's turning 19. He could... He could still be under or he has to be... He has to get his own, right? Uh, no. Actually he's able to still be under you. The only thing is once he turns 25, that will be when he has to get his own. Okay. Yeah. He can ... under. All right. Give me one moment to build that policy. Yes. All right. And then d- do you authorize Crown Services to make the deduction of the \$51.47 per paycheck? Yes. All right. So from today on, allow one to two weeks for them to start making those deductions and when you see that very first deduction, following Monday will be when you become effective. And that same week of activation, Friday will be when your carrier will send out those benefit cards. Okay. A- and I do have a question for you. Mm-hmm. Am I gonna get an ex... Last, last... I just got like a... It wasn't a card, it was just like a paper card. Are we

gonna get an actual card? Um, yes. I was gonna go over those about the cards. So unfortunately, that's just the type of card that your carrier send out. For the medical and dental, it's the same company which is American Public Life. And then for vision, it's MetLife. Yeah. One of them, I believe, is American Public Life, only there's a paper copy. They don't actually send like a plastic card copy. Yeah. So that's just how their benefit cards are made. But for that medical plan, they do only send a digital copy out unless you require the hard copy- Yeah. ... to be sent home to you. Um, which I believe the hard copy will be what you received that was just a paper copy 'cause I do see here that you had called in last year- Yeah. ... during April for that physical card, so I believe that's what you're saying which is the paper that was sent to you. Is that it? Yeah. And I have a question as well, like I- I've never... I never got a med... When I, when I had insurance last time, I didn't get a medical one. Yeah. That will be the reason- I just never got them. 'Cause they only do a digital copy- Sorry. ... for the medical. Oh, no. Wait. I'm so sorry. Um- I was saying that that will be the reason we didn't get it last year 'cause they only do a digital copy for the medical one. But this year- Yeah. ... once you see that deduction, following Monday of that deduction, you can give us a call during that week so that we can actually put in the request for the mail copy even if it's a paper copy that they're sending. At least you'll get a physical card. Oh, okay. So wait like two weeks, right, for the actual card? Yes, sir. Oh, all right. No, wait one to two weeks for them to start taking out the money and then- Yeah. A week after they take out the money, Friday will be when they send the actual cards. But if you do need the card sooner, Wednesday, Thursday of your week of activation, you can give us a call because we usually have access to those digital copies. Okay. So we might be able to send that to you while you wait for those hard copies. Okay. Thank you. Of course. And then there was just two more pieces of information I would like to give you. Um, the first one being, I'm not sure if they went over it with you last year, but it is going to be just one benefit card that has your name on it and then it will say employee plus child. So that will be the same card you as well as the childrens will be using. Oh, okay. And then the second thing will be, your medical plan comes with a virtual care package. It does have also that ability for your dependents. So when you become active, there's gonna be an email you'll receive that might look a little bit strange 'cause it's gonna say click here to activate your benefits or your account. Okay. But that only pertains to your virtual urgent care packet. Oh, okay. All right. Okay? So you are all set. Mr. Salinas, do you have any questions regarding the reinstatement? And, uh, behavioral health. Um, that, would that include my kids or that's just for me? No, sir. You did put the kids in it. The only plan that just because it's not offered for dependents, that they're not on, is your short-term disability. But the medical, dental, vision, the life insurance, and the behavioral health, also you, you guys will have access to those. Okay, thank you. Of course. That's that... And then your childrens can also set up a separate virtual profile. Okay. Like, for their urgent care. Once you're active- Okay. ... you can give us a call and we can transfer you to the digital department, I mean to the virtual department so they can set up your dependents' accounts for you. Oh, okay. Thank you. Of course. So you are all set with the reinstatement. Was there anything else we can assist you with today? Oh, no, that's about it. Thank you for your help. Of course. It was a pleasure assisting you today. I hope you have a wonderful rest of your day. You too. Thank you. Have a good one. Bye-bye.

Conversation Format

Speaker speaker_0: Hey. Welcome back to ... My card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah. I'm trying to, um, get insurance but it's only to call this number.

Speaker speaker_0: Can you repeat the electrical ... something for the address?

Speaker speaker_1: Uh, Crown Services.

Speaker speaker_0: What are the last four digits of your social security number?

Speaker speaker_1: It's, uh, 3398.

Speaker speaker_0: And lastly, your last name?

Speaker speaker_1: S-A-L-I-N-A-S, Salinas.

Speaker speaker_0: First name Gabriel?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. To make sure I have the right account in front of me, could you please verify your mailing address and date of birth?

Speaker speaker_1: My birthday is 2-8-78 and my address says 4201 South Clinton Avenue in Stickney. 60402 is the code.

Speaker speaker_0: Is there a unit or apartment number? We have a number one after avenue.

Speaker speaker_1: Oh. Yeah. I- I just put one. Yeah. I put, yes. It, it's a house.

Speaker speaker_0: I'm sorry? Oh, it's a house.

Speaker speaker_1: It's a house. Yeah. But I just put one. Yeah.

Speaker speaker_0: Understood. So we... Should I take the one out of there or leave it?

Speaker speaker_1: Yeah. You can take it out. Yeah. I don't need it.

Speaker speaker_0: And then lastly, I have your contact information, cell phone number you called on, 708-980-4616, with your email as gabesalinas2016@yahoo.com.

Speaker speaker_1: Yes. You said Gabe Salinas, right?

Speaker speaker_0: Which are they... Yes, sir.

Speaker speaker_1: Yes.

Speaker speaker_0: And within the last 30 days, did you have coverage with another company by any chance that you lost involuntarily?

Speaker speaker_1: No.

Speaker speaker_0: All right. And lastly, did you start a new assignment with them or are you still on your current assignment from last year?

Speaker speaker_1: I will start my current assignment.

Speaker speaker_0: All right. Let's see this one. Okay. So while currently you're not eligible to enroll into new plans, um, you are eligible to do a reinstatement of the previous policy you had with them last year which shows that you were enrolled in VIP Classic for medical, dental and vision, life insurance, church and disability and behavior health which was virtual therapy.

Speaker speaker_1: Yeah.

Speaker speaker_0: And I do see here that you had your children's in that policy.

Speaker speaker_1: Yeah.

Speaker speaker_0: Was that what you were trying to do?

Speaker speaker_1: Well, what- what was the total monthly amount for that one? I forgot.

Speaker speaker_0: Let's see. So these are weekly benefits. Weekly, you were paying \$51.47 but if we were to look at it as a four-week month, you were paying \$205 with 88 cents per month for four weeks.

Speaker speaker_1: Yeah. I'll just do that one.

Speaker speaker_0: All right. And then keep the same dependents that you had activated on that policy at that moment?

Speaker speaker_1: You said keep the same names?

Speaker speaker_0: Um, yes. I was asking if you wanted to still keep the dependents on that policy which was Real and Julian, or did you want it just for yourself?

Speaker speaker_1: My son's turning 19. He could... He could still be under or he has to be... He has to get his own, right?

Speaker speaker_0: Uh, no. Actually he's able to still be under you. The only thing is once he turns 25, that will be when he has to get his own.

Speaker speaker_1: Okay. Yeah. He can ... under.

Speaker speaker_0: All right. Give me one moment to build that policy.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then d- do you authorize Crown Services to make the deduction of the \$51.47 per paycheck?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So from today on, allow one to two weeks for them to start making those deductions and when you see that very first deduction, following Monday will be when you become effective. And that same week of activation, Friday will be when your

carrier will send out those benefit cards.

Speaker speaker_1: Okay. A- and I do have a question for you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Am I gonna get an ex... Last, last... I just got like a... It wasn't a card, it was just like a paper card. Are we gonna get an actual card?

Speaker speaker_0: Um, yes. I was gonna go over those about the cards. So unfortunately, that's just the type of card that your carrier send out. For the medical and dental, it's the same company which is American Public Life. And then for vision, it's MetLife.

Speaker speaker_1: Yeah.

Speaker speaker_0: One of them, I believe, is American Public Life, only there's a paper copy. They don't actually send like a plastic card copy.

Speaker speaker_1: Yeah.

Speaker speaker_0: So that's just how their benefit cards are made. But for that medical plan, they do only send a digital copy out unless you require the hard copy-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... to be sent home to you. Um, which I believe the hard copy will be what you received that was just a paper copy 'cause I do see here that you had called in last year-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... during April for that physical card, so I believe that's what you're saying which is the paper that was sent to you. Is that it?

Speaker speaker_1: Yeah. And I have a question as well, like I- I've never... I never got a med... When I, when I had insurance last time, I didn't get a medical one.

Speaker speaker_0: Yeah. That will be the reason-

Speaker speaker_1: I just never got them.

Speaker speaker_0: 'Cause they only do a digital copy-

Speaker speaker_1: Sorry.

Speaker speaker_0: ... for the medical. Oh, no. Wait. I'm so sorry.

Speaker speaker_1: Um-

Speaker speaker_0: I was saying that that will be the reason we didn't get it last year 'cause they only do a digital copy for the medical one. But this year-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... once you see that deduction, following Monday of that deduction, you can give us a call during that week so that we can actually put in the request for the mail copy even if it's a paper copy that they're sending. At least you'll get a physical card.

Speaker speaker_1: Oh, okay. So wait like two weeks, right, for the actual card?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, all right.

Speaker speaker_0: No, wait one to two weeks for them to start taking out the money and then-

Speaker speaker_1: Yeah.

Speaker speaker_0: A week after they take out the money, Friday will be when they send the actual cards. But if you do need the card sooner, Wednesday, Thursday of your week of activation, you can give us a call because we usually have access to those digital copies.

Speaker speaker_2: Okay.

Speaker speaker_0: So we might be able to send that to you while you wait for those hard copies.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Of course. And then there was just two more pieces of information I would like to give you. Um, the first one being, I'm not sure if they went over it with you last year, but it is going to be just one benefit card that has your name on it and then it will say employee plus child. So that will be the same card you as well as the childrens will be using.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: And then the second thing will be, your medical plan comes with a virtual care package. It does have also that ability for your dependents. So when you become active, there's gonna be an email you'll receive that might look a little bit strange 'cause it's gonna say click here to activate your benefits or your account.

Speaker speaker_2: Okay.

Speaker speaker_0: But that only pertains to your virtual urgent care packet.

Speaker speaker_2: Oh, okay. All right.

Speaker speaker_0: Okay? So you are all set. Mr. Salinas, do you have any questions regarding the reinstatement?

Speaker speaker_2: And, uh, behavioral health. Um, that, would that include my kids or that's just for me?

Speaker speaker_0: No, sir. You did put the kids in it. The only plan that just because it's not offered for dependents, that they're not on, is your short-term disability. But the medical, dental, vision, the life insurance, and the behavioral health, also you, you guys will have

access to those.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: Of course.

Speaker speaker_2: That's that...

Speaker speaker_0: And then your childrens can also set up a separate virtual profile.

Speaker speaker_2: Okay.

Speaker speaker_0: Like, for their urgent care. Once you're active-

Speaker speaker_2: Okay.

Speaker speaker_0: ... you can give us a call and we can transfer you to the digital department, I mean to the virtual department so they can set up your dependents' accounts for you.

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_0: Of course. So you are all set with the reinstatement. Was there anything else we can assist you with today?

Speaker speaker_2: Oh, no, that's about it. Thank you for your help.

Speaker speaker_0: Of course. It was a pleasure assisting you today. I hope you have a wonderful rest of your day.

Speaker speaker_2: You too. Thank you. Have a good one.

Speaker speaker_0: Bye-bye.