

## **Transcript: Justin**

**Mills-4653020707078144-5441768633974784**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. I'm talking to Leslie. Line. Thank you for calling American Independent Card. This is Justin. How can I help you today? Justin, my name is Kiara Hughes. I recently just had a, um, a, um, dental visit, um, this morning. I'm trying to see, do I have any insurance on my job so I can apply that to my visits? Let me check on that. She gave me the number. She told me to call. I'm going to have to get you to work- Sir? What's the staffing agency you work for? Crown. And the last four of your social? 5021. And what was your first and last name? Kiara, K-I-A-R-A. Hughes, H-U-G-H-E-S. Yes. And for security purposes, can you verify your home address, including city, state and zip code, Kiara? 317 9th Court South, Selma, Alabama, 35020. And your date of birth? 10/25/1992. And a good telephone number has 205-209-0983? Yes, sir. It is. And the email I have kiarahughes171@gmail? Yes, sir. You showed it. Okay, so looking at the file, it looks like you're currently enrolled into the MEC-TeleRx, which is just a medical plan that covers preventative healthcare services only. So I'm not seeing anything regarding dental. However, Crown is in their company open enrollment up until the 4th. So we can add dental if you wanted to. Yeah, I want to add dental. Okay. And still keep the same... Or keep the medical plan as well? Take the medical plan out. Just give me dental. Okay. So doing dental for employee only, correct? Yes, sir. Okay, so doing that for employee only would make your total deductions \$3.52 per week. Do you authorize Crown Services to make that deduction for you? Let me... Look, let me ask you something. If I would have had, if I would have had the Medicare on there, how much it would have been in all? Um, so the medical plan was the preventative healthcare service plan at \$15.67 per week. And then... And I add that down a week. What, what do that... What did, what did that plan insist on? What it cost? What, what did- So the MEC-TeleRx- So what did I do to deserve this? The MEC-TeleRx covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pap smears, mammograms, pretty much things that make you sick- Oh, I'm not... Guess what? You can keep all that because I'm already on full Medicaid for that. I ain't got to worry about that. I don't have to pay for none of it now. Just give me the dental. No worries. So doing dental for employee only would be \$3.52 per week. Do you authorize Crown Services to make the deduction for you? Yeah, go on and let them take it out. Yep. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$3.52 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Okay, okay. Okay. I'm adding it down. Okay, we... If we receive fund, okay, we will turn back to work on the 6th and we'll receive funds on the 10th. Would it, would it go in effect then or the next pay period? Possibly the next pay period because pending enrollment takes one to two weeks to go through. Gotcha, gotcha. Okay. So I have paid to get it cleaned this time. Next time I go, I

could be able to put my insurance with it. It won't have to cost me that much. Thank you so very much. You're welcome. Then seven to 10 business days later, you'll receive policy and ID card information in the mail. Other than that, Kiara- Okay. ... is there anything else I can help you out with today? Yeah, and that's when I take... It say, okay, when I get the, um, policy card and stuff, that's when I take it over to my dental person, right? Correct. Okay, thank you so much. Gotcha. You're welcome. Is there anything else I could help you out with today? No, sir. I appreciate you so very much. You're welcome. You have a great day, okay? Y- you too. All right. All right. Bye-bye. Mm-hmm.

## Conversation Format

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

Speaker speaker\_1: I'm talking to Leslie. Line.

Speaker speaker\_2: Thank you for calling American Independent Card. This is Justin. How can I help you today?

Speaker speaker\_1: Justin, my name is Kiara Hughes. I recently just had a, um, a, um, dental visit, um, this morning. I'm trying to see, do I have any insurance on my job so I can apply that to my visits?

Speaker speaker\_2: Let me check on that.

Speaker speaker\_1: She gave me the number. She told me to call.

Speaker speaker\_2: I'm going to have to get you to work-

Speaker speaker\_1: Sir?

Speaker speaker\_2: What's the staffing agency you work for?

Speaker speaker\_1: Crown.

Speaker speaker\_2: And the last four of your social?

Speaker speaker\_1: 5021.

Speaker speaker\_2: And what was your first and last name?

Speaker speaker\_1: Kiara, K-I-A-R-A. Hughes, H-U-G-H-E-S.

Speaker speaker\_2: Yes. And for security purposes, can you verify your home address, including city, state and zip code, Kiara?

Speaker speaker\_1: 317 9th Court South, Selma, Alabama, 35020.

Speaker speaker\_2: And your date of birth?

Speaker speaker\_1: 10/25/1992.

Speaker speaker\_2: And a good telephone number has 205-209-0983?

Speaker speaker\_1: Yes, sir. It is.

Speaker speaker\_2: And the email I have kiarahughes171@gmail?

Speaker speaker\_1: Yes, sir. You showed it.

Speaker speaker\_2: Okay, so looking at the file, it looks like you're currently enrolled into the MEC-TeleRx, which is just a medical plan that covers preventative healthcare services only. So I'm not seeing anything regarding dental. However, Crown is in their company open enrollment up until the 4th. So we can add dental if you wanted to.

Speaker speaker\_1: Yeah, I want to add dental.

Speaker speaker\_2: Okay. And still keep the same... Or keep the medical plan as well?

Speaker speaker\_1: Take the medical plan out. Just give me dental.

Speaker speaker\_2: Okay. So doing dental for employee only, correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay, so doing that for employee only would make your total deductions \$3.52 per week. Do you authorize Crown Services to make that deduction for you?

Speaker speaker\_1: Let me... Look, let me ask you something. If I would have had, if I would have had the Medicare on there, how much it would have been in all?

Speaker speaker\_2: Um, so the medical plan was the preventative healthcare service plan at \$15.67 per week.

Speaker speaker\_1: And then... And I add that down a week. What, what do that... What did, what did that plan insist on? What it cost? What, what did-

Speaker speaker\_2: So the MEC-TeleRx-

Speaker speaker\_1: So what did I do to deserve this?

Speaker speaker\_2: The MEC-TeleRx covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pap smears, mammograms, pretty much things that make you sick-

Speaker speaker\_1: Oh, I'm not... Guess what? You can keep all that because I'm already on full Medicaid for that. I ain't got to worry about that. I don't have to pay for none of it now. Just give me the dental.

Speaker speaker\_2: No worries. So doing dental for employee only would be \$3.52 per week. Do you authorize Crown Services to make the deduction for you?

Speaker speaker\_1: Yeah, go on and let them take it out. Yep.

Speaker speaker\_2: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the

\$3.52 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services.

Speaker speaker\_1: Okay, okay. Okay. I'm adding it down. Okay, we... If we receive fund, okay, we will turn back to work on the 6th and we'll receive funds on the 10th. Would it, would it go in effect then or the next pay period?

Speaker speaker\_2: Possibly the next pay period because pending enrollment takes one to two weeks to go through.

Speaker speaker\_1: Gotcha, gotcha. Okay. So I have paid to get it cleaned this time. Next time I go, I could be able to put my insurance with it. It won't have to cost me that much. Thank you so very much.

Speaker speaker\_2: You're welcome. Then seven to 10 business days later, you'll receive policy and ID card information in the mail. Other than that, Kiara-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... is there anything else I can help you out with today?

Speaker speaker\_1: Yeah, and that's when I take... It say, okay, when I get the, um, policy card and stuff, that's when I take it over to my dental person, right?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay, thank you so much. Gotcha.

Speaker speaker\_2: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_1: No, sir. I appreciate you so very much.

Speaker speaker\_2: You're welcome. You have a great day, okay?

Speaker speaker\_1: Y- you too. All right.

Speaker speaker\_2: All right. Bye-bye.

Speaker speaker\_1: Mm-hmm.