

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes. Uh, I'm calling because I need to figure out, uh, what, what plan to pick... for this. Okay. What's the staffing agency you work for? Uh, Crown. And the last four of your Social? Uh, 7239. And what was your first and last name? Joseph Milky. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Joseph? 608 1st Street, Lockport, Illinois, 60441. And confirm your date of birth. 7/25 of '68. And a good telephone number I have is 779-348-1213? Correct. And the email I have is jm.wood.man.jm@gmail? Correct. Okay. Um, now were you given a benefit guide through Crown Services or no? I wasn't given anything. I, I just was sent a text and... with the phone number and, uh, your online thing. Totally understand. Um, so I'll go ahead and email you a copy of a benefit guide just so you have it, and then give you a brief rundown of what's offered. So just bear with me one second, okay? Go ahead. Okay. Um, but the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Now let's see here. Does it have costs and everything in it? Yes, sir. So what's covered, what's not covered, how much the insurance carrier will pay, stuff like that. Right. Okay. Um, so I do know that Crown Services, they offer four medical plans. Um, one of them is the StayHealthy MEC. Now that one just covers all of your preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. \$15.62 per week. Two other medical plans, the VIP plans, those actually cover hospitals, doctors, and medications. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things. Um, so say, prime example, say for example you had to get surgery in a hospital. Under the VIP Standard, the insurance carrier will pay \$250 a day. Well, under the Classic, they'll pay out \$500 a day. Um, but those range from \$17.07 to \$18.86. However, the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor, and medication coverage at \$42.71 per week. And how much does that cover for that basically? Let's see. So for primary care visits, you're limited of four visits annually, \$10 copay. Specialty care visits for urgent care visits, for, um, generic prescriptions, mail order prescriptions. Let's see. Hospital admission benefit, you get \$1,000 for that. So you pretty much get hospital, doctor, and medication coverage, as well as preventative healthcare services with the MEC Enhanced. But I, I only, I only get for medications, but for- No. W- what's- No, sir. No, sir. So you get generic prescriptions, a 30-day supply, and, or a mail order option, 90-day supply. So that's included in that MEC Enhanced plan as well. Okay. But that's throughout the year they cover it? Or oh, just one time? Throu- throughout the year. So you get a 30-day supply throughout the year. Okay. Okay. Got it. And- Um. ... they cover, covers it completely for generic? Uh,

yes, sir. Okay. There's a \$5 copay. I do know that. Oh, there's... There's a \$5 copay? All right. And then with the mail order option, it's a \$15 copay. Okay. Got it. Why is it more for the mail order? Uh, I honestly don't know- Wouldn't it normally be cheaper? Right. Honestly don't understand why that's either, but I do know that, uh, Crown, they do offer other things like, uh, short-term disability, dental, vision, term life, which is life insurance, um, group accident, and behavior health. Okay. All right. Well, I'll look over it and make my decision, all right? Okay. Well, is there anything else I could help you out with today, Joseph? That, that's all I needed. Awesome. You have a wonderful- If I have any more questions, I'll call back again. Okay. Well, you have a wonderful day, all right? All right. You too. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes. Uh, I'm calling because I need to figure out, uh, what, what plan to pick... for this.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Uh, Crown.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 7239.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Joseph Milky.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code, Joseph?

Speaker speaker_2: 608 1st Street, Lockport, Illinois, 60441.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 7/25 of '68.

Speaker speaker_1: And a good telephone number I have is 779-348-1213?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is jm.wood.man.jm@gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, now were you given a benefit guide through Crown Services or no?

Speaker speaker_2: I wasn't given anything. I, I just was sent a text and... with the phone number and, uh, your online thing.

Speaker speaker_1: Totally understand. Um, so I'll go ahead and email you a copy of a benefit guide just so you have it, and then give you a brief rundown of what's offered. So just bear with me one second, okay?

Speaker speaker_2: Go ahead.

Speaker speaker_1: Okay. Um, but the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Now let's see here.

Speaker speaker_2: Does it have costs and everything in it?

Speaker speaker_1: Yes, sir. So what's covered, what's not covered, how much the insurance carrier will pay, stuff like that.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. Um, so I do know that Crown Services, they offer four medical plans. Um, one of them is the StayHealthy MEC. Now that one just covers all of your preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. \$15.62 per week. Two other medical plans, the VIP plans, those actually cover hospitals, doctors, and medications. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things. Um, so say, prime example, say for example you had to get surgery in a hospital. Under the VIP Standard, the insurance carrier will pay \$250 a day. Well, under the Classic, they'll pay out \$500 a day. Um, but those range from \$17.07 to \$18.86. However, the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor, and medication coverage at \$42.71 per week.

Speaker speaker_2: And how much does that cover for that basically?

Speaker speaker_1: Let's see. So for primary care visits, you're limited of four visits annually, \$10 copay. Specialty care visits for urgent care visits, for, um, generic prescriptions, mail order prescriptions. Let's see. Hospital admission benefit, you get \$1,000 for that. So you pretty much get hospital, doctor, and medication coverage, as well as preventative healthcare services with the MEC Enhanced.

Speaker speaker_2: But I, I only, I only get for medications, but for-

Speaker speaker_1: No.

Speaker speaker_2: W- what's-

Speaker speaker_1: No, sir. No, sir. So you get generic prescriptions, a 30-day supply, and, or a mail order option, 90-day supply. So that's included in that MEC Enhanced plan as well.

Speaker speaker_2: Okay. But that's throughout the year they cover it? Or oh, just one time?

Speaker speaker_1: Throu- throughout the year. So you get a 30-day supply throughout the year.

Speaker speaker_2: Okay. Okay. Got it. And-

Speaker speaker_1: Um.

Speaker speaker_2: ... they cover, covers it completely for generic?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: There's a \$5 copay. I do know that.

Speaker speaker_2: Oh, there's... There's a \$5 copay? All right.

Speaker speaker_1: And then with the mail order option, it's a \$15 copay.

Speaker speaker_2: Okay. Got it. Why is it more for the mail order?

Speaker speaker_1: Uh, I honestly don't know-

Speaker speaker_2: Wouldn't it normally be cheaper?

Speaker speaker_1: Right. Honestly don't understand why that's either, but I do know that, uh, Crown, they do offer other things like, uh, short-term disability, dental, vision, term life, which is life insurance, um, group accident, and behavior health.

Speaker speaker_2: Okay. All right. Well, I'll look over it and make my decision, all right?

Speaker speaker_1: Okay. Well, is there anything else I could help you out with today, Joseph?

Speaker speaker_2: That, that's all I needed.

Speaker speaker_1: Awesome. You have a wonderful-

Speaker speaker_2: If I have any more questions, I'll call back again.

Speaker speaker_1: Okay. Well, you have a wonderful day, all right?

Speaker speaker_2: All right. You too. Thank you. Bye.

Speaker speaker_1: Bye.