

## Transcript: Justin

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### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Um, I signed up with Crown Staffing and they told me that after I got my first paycheck, that I was allowed to sign up for, um, health insurance and I got paid last week. So, I was hoping to sign up for something, please. Yeah. So, Crown Services, what's the last four of your social? 7218. And your first and last name? Angela Smith. And for security purposes, could you verify your home address, including city, state and zip code, Angela? 2472 Port William Road, Jamestown, Ohio 45335. And confirm your date of birth for me. September 26, 1968. And a good telephone number to have is 937-654-2542. Yes. And the email have is as19932009@yahoo.com? Yes. Okay. And were you given a benefit guide through Crown Services by any chance or no? They gave me a little booklet. Okay. Did you have any questions regarding that booklet or anything? Um, I did actually. Um, the, uh, the only thing I was going to sign up for was the health insurance. Mm-hmm. And then, um, there's a section here called, uh, the... I was gonna do the MEC Enhanced. Okay. And then there's a section there that says, "Additional insurance products group hospital indemnity." But I wasn't sure how much is it to add the hospital indemnity. Um, so the MEC Enhanced already comes with a hospital indemnity, since it covers preventative- Oh. ... services as well as hospitals, doctors and medications. Oh, well, it comes with it? Yes. You already have a indemnity into the MEC Enhanced. Yes, ma'am. Oh. Oh, so my, um... So, it comes with the hospital, uh, and- Indem- indemnity and then preventative services as well. So, like physicals, diabetes screenings, vaccinations, stuff like that. Okay, great. And then, um, it's... And that is, it's gonna be \$42.48 of just employee only, \$42.48 per week? Correct. Okay. Great. And is this, um... I'm looking at this booklet, it says the hospital admission benefit, \$1,000 a day. Is, is that the same thing, uh, that goes with it or is it something different? Um, that's the same thing. Um, so planned benefits summaries, yes, the Stay Healthy MEC Enhanced has that, uh, hospital indemnity or hospital admission benefit included. Yes. Okay. Okay, great. Um, c- am I eligible to now to go ahead and sign up for the, um, MEC Enhanced health insurance? Yeah, I can put you down for that. Did you wanna add anything else or just that medical plan? No, just medical is all I need. No worries. But look, the health insur- the, um, prescription drug comes with that, right? Correct. You do have prescription drug coverage on that. Yes, ma'am. Okay. And then do they send me a card? Yes. So, uh, once you become active in the coverage, physical ID cards will res- uh, will arrive at your home address within seven to ten business days. Okay. And then, um, do I use that card for my medical, but I'll, I'll use the same card for the, uh, the prescription drug elixirs? Correct. Okay, great. Okay, great. So, uh, when, what will be my first week that I, it comes out? Um, here, do you authorize Crown Services to make that \$42 deduction for you? Uh, yes, please. I'm going to save that. So, this pending enrollment will take one to two weeks to go through. And then whenever you witness that first deduction

come off your paycheck, coverage usually begins that following Monday or it begins the Monday we receive it from Crown Services. Then, like I said earlier, seven to ten business days later, you'll receive policy and ID card information in the mail. Okay. So, I don't have any insurance right now until I get my, until I actually see it come out of that, out of that, uh, my paycheck? Correct. Because usually once you experience a deduction, you usually become active that following Monday. That following Monday. Okay, great. Okay. Well, thank you very much. At least I got signed up for it. So- You're welcome. ... um, I, so I'll just... So, all it's gonna be is just medical only, and then it's 42.48 coming out per, per week, correct? Correct. Okay. Okay, terrific. Thank you so much for your help. You're welcome, Angela. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, Justin. Um, I signed up with Crown Staffing and they told me that after I got my first paycheck, that I was allowed to sign up for, um, health insurance and I got paid last week. So, I was hoping to sign up for something, please.

Speaker speaker\_0: Yeah. So, Crown Services, what's the last four of your social?

Speaker speaker\_1: 7218.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Angela Smith.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Angela?

Speaker speaker\_1: 2472 Port William Road, Jamestown, Ohio 45335.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: September 26, 1968.

Speaker speaker\_0: And a good telephone number to have is 937-654-2542.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email have is as19932009@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And were you given a benefit guide through Crown Services by any chance or no?

Speaker speaker\_1: They gave me a little booklet.

Speaker speaker\_0: Okay. Did you have any questions regarding that booklet or anything?

Speaker speaker\_1: Um, I did actually. Um, the, uh, the only thing I was going to sign up for was the health insurance.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And then, um, there's a section here called, uh, the... I was gonna do the MEC Enhanced.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then there's a section there that says, "Additional insurance products group hospital indemnity." But I wasn't sure how much is it to add the hospital indemnity.

Speaker speaker\_0: Um, so the MEC Enhanced already comes with a hospital indemnity, since it covers preventative-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... services as well as hospitals, doctors and medications.

Speaker speaker\_1: Oh, well, it comes with it?

Speaker speaker\_0: Yes. You already have a indemnity into the MEC Enhanced. Yes, ma'am.

Speaker speaker\_1: Oh. Oh, so my, um... So, it comes with the hospital, uh, and-

Speaker speaker\_0: Indem- indemnity and then preventative services as well. So, like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker\_1: Okay, great. And then, um, it's... And that is, it's gonna be \$42.48 of just employee only, \$42.48 per week?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Great. And is this, um... I'm looking at this booklet, it says the hospital admission benefit, \$1,000 a day. Is, is that the same thing, uh, that goes with it or is it something different?

Speaker speaker\_0: Um, that's the same thing. Um, so planned benefits summaries, yes, the Stay Healthy MEC Enhanced has that, uh, hospital indemnity or hospital admission benefit included. Yes.

Speaker speaker\_1: Okay. Okay, great. Um, c- am I eligible to now to go ahead and sign up for the, um, MEC Enhanced health insurance?

Speaker speaker\_0: Yeah, I can put you down for that. Did you wanna add anything else or just that medical plan?

Speaker speaker\_1: No, just medical is all I need.

Speaker speaker\_0: No worries.

Speaker speaker\_1: But look, the health insur- the, um, prescription drug comes with that, right?

Speaker speaker\_0: Correct. You do have prescription drug coverage on that. Yes, ma'am.

Speaker speaker\_1: Okay. And then do they send me a card?

Speaker speaker\_0: Yes. So, uh, once you become active in the coverage, physical ID cards will res- uh, will arrive at your home address within seven to ten business days.

Speaker speaker\_1: Okay. And then, um, do I use that card for my medical, but I'll, I'll use the same card for the, uh, the prescription drug elixirs?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay, great. Okay, great. So, uh, when, what will be my first week that I, it comes out?

Speaker speaker\_0: Um, here, do you authorize Crown Services to make that \$42 deduction for you?

Speaker speaker\_1: Uh, yes, please.

Speaker speaker\_0: I'm going to save that. So, this pending enrollment will take one to two weeks to go through. And then whenever you witness that first deduction come off your paycheck, coverage usually begins that following Monday or it begins the Monday we receive it from Crown Services. Then, like I said earlier, seven to ten business days later, you'll receive policy and ID card information in the mail.

Speaker speaker\_1: Okay. So, I don't have any insurance right now until I get my, until I actually see it come out of that, out of that, uh, my paycheck?

Speaker speaker\_0: Correct. Because usually once you experience a deduction, you usually become active that following Monday.

Speaker speaker\_1: That following Monday. Okay, great. Okay. Well, thank you very much. At least I got signed up for it. So-

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: ... um, I, so I'll just... So, all it's gonna be is just medical only, and then it's 42.48 coming out per, per week, correct?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Okay, terrific. Thank you so much for your help.

Speaker speaker\_0: You're welcome, Angela. You have a great day, okay?

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.