Transcript: Justin Mills-5482132550926336-5243850575527936

Full Transcript

... yet. Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. My name is Rebecca Forker, and eh, I got a text message saying it's open re- enrollment for Crown Services. Yeah. The text message you received was just letting you know that Crown Services started their open enrollment period and lasting until January 4th. So, you have the option to enroll, make changes, or cancel benefits offered through them. Well, I don't want to cancel any of my benefits. I just want to see if there's any other benefits that I could get. Um, I could email you a copy of a future benefit guide, if that would help. Um, could you look at my benefits and tell me if there's anything else I could get? Sure. So, Crown Services, what's the last four of your social? 4388. And for security purposes, can you verify the home address, including city, state and zip code, Rebecca? 1307 Leeper Lane, Providence, Kentucky 42450. And confirm your date of birth. 08/26/1985. And a good telephone number I have is 270-635-1499. Correct. And the email I have is JMF_Mother@Yahoo? Yes. Okay, so let's see here. So, looking at the file, it looks like you're currently enrolled into the MEC TeleRX, the VIP Standard, which are both medical plans, dental and vision for employee plus child. However, let's see here. So, the only other medical plan that's offered through Crown is the VIP Classic, which is another... It's the highest tier of the VIP plans, which still covers hospitals, doctors and medications. Um, the only difference between that Classic and the one that you have is how much the carrier just pays more to cover things. Um, s- prime example, the VIP Standard, the one that you're currently enrolled into, so say if you had to get surgery in a hospital, the insurance carrier will pay $250 a day, while under the Classic they pay out $500 a day. So, pretty much that's the only major difference with the VIP Classic versus the Standard. Let me see here. Oh, okay. And then, the additional benefit options, they've still the same short-term disability, um, group accident, term life, which is life insurance, and then behavioral health and IDXSocial Plus. Um, I do know that they are offering virtual primary care, um, which is new this year. Um, so we... Urgent care 24/7, 365. Um, let's see here. Free face-to-face visits with their physicians across devices, so pretty much virtual on- like care. Um, how much is that? For an employee plus child, that's $6.99 per week. Okay. And now, let's see here. What's $6.99 a week? Uh, the- the free RX Virtual Primary Care. It gives you the option to see a primary physician via video chat or online. I never done that before. Um, is the phone number on my medic- on the card? Uh, what the free- free RX Virtual Primary Care? Yeah. Um, I can provide you with their uh, telephone number. Um. Hmm. I never done that before. It sounds interesting. Here, let's see here. Um, I'll just go ahead and email you a copy of a benefit guide to be on the safe side. Yeah. And then highlight that portion of it so you can take a more in-depth research on it. So, let's see here. Save. Um, but the email that you should be looking out for would be coming from info, that's I-N-F-O,

@benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? All righty. Thank you. You're welcome. Is there anything else I could help you out with today, Rebecca? Nope, that'll be it. Thank you. You have a good day. You do the same, okay? All right. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: ... yet.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_3: Hey, Justin. My name is Rebecca Forker, and eh, I got a text message saying it's open re- enrollment for Crown Services.

Speaker speaker_2: Yeah. The text message you received was just letting you know that Crown Services started their open enrollment period and lasting until January 4th. So, you have the option to enroll, make changes, or cancel benefits offered through them.

Speaker speaker_3: Well, I don't want to cancel any of my benefits. I just want to see if there's any other benefits that I could get.

Speaker speaker_2: Um, I could email you a copy of a future benefit guide, if that would help.

Speaker speaker_3: Um, could you look at my benefits and tell me if there's anything else I could get?

Speaker speaker_2: Sure. So, Crown Services, what's the last four of your social?

Speaker speaker_3: 4388.

Speaker speaker_2: And for security purposes, can you verify the home address, including city, state and zip code, Rebecca?

Speaker speaker_3: 1307 Leeper Lane, Providence, Kentucky 42450.

Speaker speaker_2: And confirm your date of birth.

Speaker speaker_3: 08/26/1985.

Speaker speaker_2: And a good telephone number I have is 270-635-1499.

Speaker speaker_3: Correct.

Speaker speaker_2: And the email I have is JMF_Mother@Yahoo?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay, so let's see here. So, looking at the file, it looks like you're currently enrolled into the MEC TeleRX, the VIP Standard, which are both medical plans, dental and vision for employee plus child. However, let's see here. So, the only other medical plan that's offered through Crown is the VIP Classic, which is another... It's the highest tier of the VIP plans, which still covers hospitals, doctors and medications. Um, the only difference between that Classic and the one that you have is how much the carrier just pays more to cover things. Um, s- prime example, the VIP Standard, the one that you're currently enrolled into, so say if you had to get surgery in a hospital, the insurance carrier will pay $250 a day, while under the Classic they pay out $500 a day. So, pretty much that's the only major difference with the VIP Classic versus the Standard. Let me see here.

Speaker speaker_3: Oh, okay.

Speaker speaker_2: And then, the additional benefit options, they've still the same short-term disability, um, group accident, term life, which is life insurance, and then behavioral health and IDXSocial Plus. Um, I do know that they are offering virtual primary care, um, which is new this year. Um, so we... Urgent care 24/7, 365. Um, let's see here. Free face-to-face visits with their physicians across devices, so pretty much virtual on- like care. Um, how much is that? For an employee plus child, that's $6.99 per week.

Speaker speaker_3: Okay.

Speaker speaker_2: And now, let's see here.

Speaker speaker_3: What's $6.99 a week?

Speaker speaker_2: Uh, the- the free RX Virtual Primary Care. It gives you the option to see a primary physician via video chat or online.

Speaker speaker_3: I never done that before. Um, is the phone number on my medic- on the card?

Speaker speaker_2: Uh, what the free- free RX Virtual Primary Care?

Speaker speaker_3: Yeah.

Speaker speaker_2: Um, I can provide you with their uh, telephone number.

Speaker speaker_3: Um. Hmm. I never done that before. It sounds interesting.

Speaker speaker_2: Here, let's see here. Um, I'll just go ahead and email you a copy of a benefit guide to be on the safe side.

Speaker speaker_3: Yeah.

Speaker speaker_2: And then highlight that portion of it so you can take a more in-depth research on it. So, let's see here. Save. Um, but the email that you should be looking out for would be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_3: All righty. Thank you.

Speaker speaker_2: You're welcome. Is there anything else I could help you out with today, Rebecca?

Speaker speaker_3: Nope, that'll be it. Thank you. You have a good day.

Speaker speaker_2: You do the same, okay?

Speaker speaker_3: All right.

Speaker speaker_2: All right, bye-bye.

Speaker speaker_3: Bye.