

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, hi, Justin. I'm just, uh, calling to sign up for medical benefits. Okay. What's the staffing agency you work for? I'm sorry? Uh, Crown. And the last four of your Social? 8618. And what was your first and last name? Brandon. Last name, Pattin. P-A-T-T-I-N. And for security purposes, could you verify the home address, including city, state, and ZIP code, Brandon? Uh, sure. Uh, it is 4600 Wilmington Pike. That's Apartment 101. And that's Kettering, Ohio 4... uh, 45440. 45440, sorry. And your date of birth? 04/14/76. And a good telephone number have is 419-250-9109. Correct. And the email have is bjp475@hotmail? Yes. Okay. Um, now were you given a benefit guide through Crown Services by any chance, or no? Uh, I did fill out a form, and I selected one of the options for medical. Um, that's as far as it went. Okay. Do you remember that election by any chance, so I can go ahead and get that process started for you? Well, there were three tiers. I chose the middle tier. I'm not sure what it was called. Um, so may have been the VIP Standard, which was \$17.07. Okay. It wasn't the lowest one, right? Uh, no, sir. Well, let's see. 'Cause they, well, they do offer four. They have the MEC TeleRx, which just covered preventative healthcare services at \$15.67. Mm-hmm. And then the two VIP plans, the Standard and the Classic, covers hospitals, doctors, and medications, um, \$17.07 to \$18.86. And then the last is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor, and medication coverage at \$42.76. Okay. Yeah, I went with the middle tier. That sounds right, for 17. Okay. So the VIP Standard? Yeah. Okay. So just medical. Anything else? Oh, uh, I guess while we're at it, uh, how much is the, uh, dental? I would like dental as well. Um, so dental for employee only would be \$3.52 a week. Okay. I'll take that. Okay. Anything else? No. Okay. So doing the VIP Standard and dental for employee only would make your total deductions \$20.59 per week. We authorize Crown Services to make that deduction for you. Yes. Okay. So let's see here. So I do wanna let- And I just wanna be clear. Yes, sir. I b- I wanna be c- clear about the medical that, uh, covers preventative, maintenance, uh, emergency, and medication. Um, so the VIP Standard covers regular hospital visits, doctor visits, and medications. It doesn't cover any preventative healthcare services. So, like, physicals, diabetes screenings, vaccinations, stuff like that. Uh, well, I, I do have a current condition, uh, high blood pressure, which requires regular visits. Would that be covered? Well, let me see. So your, your doctor visits would be covered, but if it was, like preve- any preventative services would not be covered. Uh, now y- Oh, okay. That's- You can add the- That's why. ... MEC. Okay. Now, I do know that you can combine the MEC with one of the VIP plans if you wanted to, but that's totally up to you. No, that's fine. The s- the Standard is fine. No worries. So let's see here. So we'll go ahead and save that. So I do wanna let you know that this is future coverage. Um, so this coverage won't actually begin

until January. However, pending enrollments do take pe- uh, one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$20.59 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Brandon, is there anything else I can help you out with today? Uh, hopefully, uh, 'cause you did mention, uh, deductions. And I kept my pay stub here, and it looks like medical's already been taken out of at least two of my paychecks. Um, how much was that deduction, if you don't mind me asking? Uh, no, I don't. Uh, it says medical, uh, 15.28. Let's see here. 'Cause that would be- And then you- Go ahead. If it was a deduction from us, it would say BIC, um, MEC, 'cause that's the o- the only one closest to that price range was the MEC TeleRx at \$15.67. This just says MED, which I think is medical. That might be Medicare. Go ahead. It may be Medicare. It may be Medicare pricing. Oh. Okay, okay. All right. You're probably right then. All right. Clears that up. No worries. Is there anything else- Uh. ... I can help you out with today, Brandon? Yeah, I'm just wondering, uh, when will I receive a card, and when will I be able to start making visits? Um, so pending- To, to the doctor's. ... enrollment. Yeah. So like I said, this coverage won't actually begin until January, and pending enrollments do take one to two weeks to go through. So I would just keep an eye out for a \$20.59 deduction that comes off your paycheck, 'cause usually once that happens, you should become active that following Monday. Then physical ID cards would be received at your, uh, home address within seven to 10 business days. Um, but I do know if you did call the week, or if you did call the Thursday or Friday of the week you do become active, we can email those ID cards to you then, just so you have them, um, because it does- Ah. ... take the insurance carrier at least 72 hours to generate policy numbers. Oh, okay. So as soon as I notice the deduction, basically I can call and get the information I need. Yes, sir. Usually- Okay. ... the next Thursday or Friday after that deduction. Oh. Okay. So it's following week. Okay. I'll just leave it at that. Is there anything- Okay. Sounds good. ... else I can help with today, Brandon? That'll do it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend. Okay? Okay. You, too. Bye. Okay. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, hi, Justin. I'm just, uh, calling to sign up for medical benefits.

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

Speaker speaker_2: I'm sorry? Uh, Crown.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8618.

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

Speaker speaker_2: Brandon. Last name, Pattin. P-A-T-T-I-N.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state, and ZIP code, Brandon?

Speaker speaker_2: Uh, sure. Uh, it is 4600 Wilmington Pike. That's Apartment 101. And that's Kettering, Ohio 4... uh, 45440. 45440, sorry.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 04/14/76.

Speaker speaker_1: And a good telephone number have is 419-250-9109.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email have is bjp475@hotmail?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Uh, I did fill out a form, and I selected one of the options for medical. Um, that's as far as it went.

Speaker speaker_1: Okay. Do you remember that election by any chance, so I can go ahead and get that process started for you?

Speaker speaker_2: Well, there were three tiers. I chose the middle tier. I'm not sure what it was called.

Speaker speaker_1: Um, so may have been the VIP Standard, which was \$17.07.

Speaker speaker_2: Okay. It wasn't the lowest one, right?

Speaker speaker_1: Uh, no, sir. Well, let's see. 'Cause they, well, they do offer four. They have the MEC TeleRx, which just covered preventative healthcare services at \$15.67.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then the two VIP plans, the Standard and the Classic, covers hospitals, doctors, and medications, um, \$17.07 to \$18.86. And then the last is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor, and medication coverage at \$42.76.

Speaker speaker_2: Okay. Yeah, I went with the middle tier. That sounds right, for 17.

Speaker speaker_1: Okay. So the VIP Standard?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So just medical. Anything else?

Speaker speaker_2: Oh, uh, I guess while we're at it, uh, how much is the, uh, dental? I would like dental as well.

Speaker speaker_1: Um, so dental for employee only would be \$3.52 a week.

Speaker speaker_2: Okay. I'll take that.

Speaker speaker_1: Okay. Anything else?

Speaker speaker_2: No.

Speaker speaker_1: Okay. So doing the VIP Standard and dental for employee only would make your total deductions \$20.59 per week. We authorize Crown Services to make that deduction for you.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. So I do wanna let-

Speaker speaker_2: And I just wanna be clear.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: I b- I wanna be c- clear about the medical that, uh, covers preventative, maintenance, uh, emergency, and medication.

Speaker speaker_1: Um, so the VIP Standard covers regular hospital visits, doctor visits, and medications. It doesn't cover any preventative healthcare services. So, like, physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_2: Uh, well, I, I do have a current condition, uh, high blood pressure, which requires regular visits. Would that be covered?

Speaker speaker_1: Well, let me see. So your, your doctor visits would be covered, but if it was, like preve- any preventative services would not be covered. Uh, now y-

Speaker speaker_2: Oh, okay. That's-

Speaker speaker_1: You can add the-

Speaker speaker_2: That's why.

Speaker speaker_1: ... MEC. Okay. Now, I do know that you can combine the MEC with one of the VIP plans if you wanted to, but that's totally up to you.

Speaker speaker_2: No, that's fine. The s- the Standard is fine.

Speaker speaker_1: No worries. So let's see here. So we'll go ahead and save that. So I do wanna let you know that this is future coverage. Um, so this coverage won't actually begin until January. However, pending enrollments do take pe- uh, one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$20.59 come off your paycheck, coverage begins the Monday we receive that deduction from Crown Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other

than that, Brandon, is there anything else I can help you out with today?

Speaker speaker_2: Uh, hopefully, uh, 'cause you did mention, uh, deductions. And I kept my pay stub here, and it looks like medical's already been taken out of at least two of my paychecks.

Speaker speaker_1: Um, how much was that deduction, if you don't mind me asking?

Speaker speaker_2: Uh, no, I don't. Uh, it says medical, uh, 15.28.

Speaker speaker_1: Let's see here. 'Cause that would be-

Speaker speaker_2: And then you- Go ahead.

Speaker speaker_1: If it was a deduction from us, it would say BIC, um, MEC, 'cause that's the o- the only one closest to that price range was the MEC TeleRx at \$15.67.

Speaker speaker_2: This just says MED, which I think is medical.

Speaker speaker_1: That might be Medicare.

Speaker speaker_2: Go ahead.

Speaker speaker_1: It may be Medicare. It may be Medicare pricing.

Speaker speaker_2: Oh. Okay, okay. All right. You're probably right then. All right. Clears that up.

Speaker speaker_1: No worries. Is there anything else-

Speaker speaker_2: Uh.

Speaker speaker_1: ... I can help you out with today, Brandon?

Speaker speaker_2: Yeah, I'm just wondering, uh, when will I receive a card, and when will I be able to start making visits?

Speaker speaker_1: Um, so pending-

Speaker speaker_2: To, to the doctor's.

Speaker speaker_1: ... enrollment. Yeah. So like I said, this coverage won't actually begin until January, and pending enrollments do take one to two weeks to go through. So I would just keep an eye out for a \$20.59 deduction that comes off your paycheck, 'cause usually once that happens, you should become active that following Monday. Then physical ID cards would be received at your, uh, home address within seven to 10 business days. Um, but I do know if you did call the week, or if you did call the Thursday or Friday of the week you do become active, we can email those ID cards to you then, just so you have them, um, because it does-

Speaker speaker_2: Ah.

Speaker speaker_1: ... take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_2: Oh, okay. So as soon as I notice the deduction, basically I can call and get the information I need.

Speaker speaker_1: Yes, sir. Usually-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the next Thursday or Friday after that deduction.

Speaker speaker_2: Oh. Okay. So it's following week. Okay. I'll just leave it at that.

Speaker speaker_1: Is there anything-

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: ... else I can help with today, Brandon?

Speaker speaker_2: That'll do it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend. Okay?

Speaker speaker_2: Okay. You, too. Bye.

Speaker speaker_1: Okay. Bye-bye.