

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? Yes, I need to, um, uh, get something set up here, I guess. What's the staffing agency you work for? Uh, what, what, what? Say again? I'm sorry. What's the staffing agency you work for? Oh, Crown. Crown. And the last four of your social? 5637. And what was your first and last name? Dwight Barnhizer. And for security purposes, can you verify your home address, including city, state and zip code, Dwight? 408 Oxford State Road, Middletown, Ohio, 45044. And your date of birth? Your date of birth? 10/25/70. And a good telephone number I have is 513-277-9088. Yes, sir. And an email I have is dwbarnhizer@gmail? Yeah. Okay. Now, were you given a benefit guide through Crown Services by any chance or no? A guide? I got a, um, a booklet, yes. Mm-hmm. Okay- Um, I should have put a card. Did you have an ID to be enrolled into or did you have any questions? Uh, no, not really. It's just me by myself, so I mean, I just need something... Let's see, plan, benefits, summary. So I don't know what would best fit. I mean, it's just, it's just for myself, so I mean, I don't know. Okay. Um- I've always had trouble navigating plans. Well, I do know that the, the MEC TeleRX, that one just covers your preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Mm-hmm. That's the \$15.67 a week plan. Right. Then they have two other medical plans, the VIP plans. Right. Now those actually cover your hospital visits, doctor's visits and medication coverage. However, the only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things. Those range from \$17.07 to \$18.86. Right. Um, but the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage. That's \$42.76 a week. Okay. Oh, I see where you're coming from. Oh, so the Standard, that covers hospital visits and, and stuff like that? Hospitals, doctors and medications. Yes, sir. Okay. Uh, and the Classic determines on how much more they pay of that situation as we go? Correct. Yes, sir. Which is better. It's just a dollar something more. I can go with the Classic, I guess. Okay. So just medical? Yeah. Okay, because I do know that, uh, Crown offers other things like Free Rx, which gives out free or discounted prescription coverage, dental, short-term disability, term life- Dental is probably good. Dental sounds good. All right. What is that? What do I want to look out for that? Um, so dental is \$3.52 a week. Mm-hmm. However, when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, check-ups or X-rays once per six months. All right. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at- Gotcha. ... 80% if met by a \$50 deductible. Okay. All right. Yeah, that sounds good. Just that, yeah. So I'll go with the, the Classic and then, uh, and then the, that dental. Okay. So doing those two for employee only would make

your total deductions \$22.38 a week. Do you authorize Crown Services- Correct. ... to make the deduction for you? Yeah. 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 your first payroll deduction of the \$22.38 come off your paycheck, coverage begins the Monday we receive that deduction- Okay. ... from Crown Services. Okay. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that- Okay. ... Dwight, is there anything else I could help you out with today? No, I think that was good today. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? You too and have a happy new year. Happy New Year to you too. Bye-bye. All right, man. 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: Yes, I need to, um, uh, get something set up here, I guess.

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

Speaker speaker_2: Uh, what, what, what? Say again? I'm sorry.

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

Speaker speaker_2: Oh, Crown. Crown.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 5637.

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

Speaker speaker_2: Dwight Barnhizer.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Dwight?

Speaker speaker_2: 408 Oxford State Road, Middletown, Ohio, 45044.

Speaker speaker_1: And your date of birth? Your date of birth?

Speaker speaker_2: 10/25/70.

Speaker speaker_1: And a good telephone number I have is 513-277-9088.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And an email I have is dwbarnhizer@gmail?

Speaker speaker_2: Yeah.

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

Speaker speaker_2: A guide? I got a, um, a booklet, yes.

Speaker speaker_1: Mm-hmm. Okay-

Speaker speaker_2: Um, I should have put a card.

Speaker speaker_1: Did you have an ID to be enrolled into or did you have any questions?

Speaker speaker_2: Uh, no, not really. It's just me by myself, so I mean, I just need something... Let's see, plan, benefits, summary. So I don't know what would best fit. I mean, it's just, it's just for myself, so I mean, I don't know.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: I've always had trouble navigating plans.

Speaker speaker_1: Well, I do know that the, the MEC TeleRX, that one just covers your preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That's the \$15.67 a week plan.

Speaker speaker_2: Right.

Speaker speaker_1: Then they have two other medical plans, the VIP plans.

Speaker speaker_2: Right.

Speaker speaker_1: Now those actually cover your hospital visits, doctor's visits and medication coverage. However, the only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things. Those range from \$17.07 to \$18.86.

Speaker speaker_2: Right.

Speaker speaker_1: Um, but the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage. That's \$42.76 a week.

Speaker speaker_2: Okay. Oh, I see where you're coming from. Oh, so the Standard, that covers hospital visits and, and stuff like that?

Speaker speaker_1: Hospitals, doctors and medications. Yes, sir.

Speaker speaker_2: Okay. Uh, and the Classic determines on how much more they pay of that situation as we go?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: Which is better. It's just a dollar something more. I can go with the Classic, I guess.

Speaker speaker_1: Okay. So just medical?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, because I do know that, uh, Crown offers other things like Free Rx, which gives out free or discounted prescription coverage, dental, short-term disability, term life-

Speaker speaker_2: Dental is probably good. Dental sounds good.

Speaker speaker_1: All right.

Speaker speaker_2: What is that? What do I want to look out for that?

Speaker speaker_1: Um, so dental is \$3.52 a week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: However, when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, check-ups or X-rays once per six months.

Speaker speaker_2: All right.

Speaker speaker_1: But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at-

Speaker speaker_2: Gotcha.

Speaker speaker_1: ... 80% if met by a \$50 deductible.

Speaker speaker_2: Okay. All right. Yeah, that sounds good. Just that, yeah. So I'll go with the, the Classic and then, uh, and then the, that dental.

Speaker speaker_1: Okay. So doing those two for employee only would make your total deductions \$22.38 a week. Do you authorize Crown Services-

Speaker speaker_2: Correct.

Speaker speaker_1: ... to make the deduction for you?

Speaker speaker_2: Yeah.

Speaker speaker_1: 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 your first payroll deduction of the \$22.38 come off your paycheck, coverage begins the Monday we receive that deduction-

Speaker speaker_2: Okay.

Speaker speaker_1: ... from Crown Services.

Speaker speaker_2: Okay.

Speaker speaker_1: Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that-

Speaker speaker_2: Okay.

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

Speaker speaker_2: No, I think that was good today.

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

Speaker speaker_2: You too and have a happy new year.

Speaker speaker_1: Happy New Year to you too. Bye-bye.

Speaker speaker_2: All right, man. Bye.