

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? Hi, Justin. I'm calling 'cause, um, my husband received, um, his insurance card in the mail and on here says, um, that he just has like preventative care. Um, I called the company who he works for, which is Crown Staffing, and they told me that I'm able to call, um... Let's see. Benefits in a Card to update, to up his insurance benefits. Okay. Is he nearby so I can speak with him? Yeah. Give me one sec. Bear with me. Hello? I missed you. Hey. So Crown Services, what's the last four of your Social? That is 2459. Your first and last name? Tracy Raft. And for security purposes, can you verify the home address, including city, state and zip code, Tracy? Yeah. It's 3714, um, West Belmont Avenue, Apartment 2F, s- uh, Chicago, Illinois 60618. And confirm your date of birth. 07/02/73. And a good telephone number I have for you is 561-318-9290? Yes. And the email I have for you is emilyjamie24@yahoo? Yes. Okay. Um, so your spouse stated you wanted to up your insurance. Is that correct? Yes. Okay. Uh, well, what's- She wants... She's looking at the... She wants to look at the plans. Okay. Uh, I mean, I can email you a copy of a benefit guide, but unfortunately I wouldn't be able to m- make any changes right now, um, due to the fact- Okay. ... you're outside of your personal open enrollment period. However, I do know that Crown does start their open enrollment sometime in December, but let me verify that. December is the open enrollment? Yes. All right. So December 2nd to January 3rd is when Crown goes on their open enrollment. Ah. I, I just got... I just got this c- card like maybe a few weeks ago. Um. Yes, sir. It looks like you were automatically enrolled into one of their medical plans. Um, so Crown- Okay. ... automatically enrolls their new hires into the MEC TeleRX, which covers all of, all of your preventative healthcare services, um, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. Um- Okay. However, they, they usually do that to all of the employees usually 30 days after your first paycheck. Oh, okay. Yep. Um, but what I'll go ahead and do, I'll email you a copy of the future benefit guide, um, so you do have the options of what's being offered for next year. Um- Okay. Email that you should be looking out for, uh, will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Um- So the open enrollment's December? Yes, sir. So December 2nd- December 1st? ... to January 23rd. Oh, the 2nd. Sorry. So next Tuesday- O- ... I believe. Okay. Next Tuesday. Okay. Oh, Monday. Monday. My apology. Monday. It's a Monday. Sorry. It's a Monday. Okay. Monday, the open enrollment. Day, the 2nd. Okay. Is there anything else I could help y'all with today? Uh, no, that's it. Awesome. Well, have a wonderful day. What. Wait. What else do I need to know? Well, I need to know how I can get you off my policy because you already have one. Oh. She wants to be able to get me off her policy 'cause I'm on this policy. How do I do that? You mean off of me. She owes me about a hundred dollars a month. Uh, so does she work with Crown

Services? She's got credit on it or something. No, she doesn't. She works for a different company. Okay. Well, she would need to contact her health administrator for that company to get you off of their, her insurance. Okay. Okay. Is there anything else I could help you with today? Okay. No, that's it. Awesome. Well, you have a wonderful day, okay? All right. Thank you. All right. Bye-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: Hi, Justin. I'm calling 'cause, um, my husband received, um, his insurance card in the mail and on here says, um, that he just has like preventative care. Um, I called the company who he works for, which is Crown Staffing, and they told me that I'm able to call, um... Let's see. Benefits in a Card to update, to up his insurance benefits.

Speaker speaker_1: Okay. Is he nearby so I can speak with him?

Speaker speaker_2: Yeah. Give me one sec. Bear with me.

Speaker speaker_3: Hello?

Speaker speaker_2: I missed you.

Speaker speaker_1: Hey. So Crown Services, what's the last four of your Social?

Speaker speaker_3: That is 2459.

Speaker speaker_1: Your first and last name?

Speaker speaker_3: Tracy Raft.

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

Speaker speaker_3: Yeah. It's 3714, um, West Belmont Avenue, Apartment 2F, s- uh, Chicago, Illinois 60618.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_3: 07/02/73.

Speaker speaker_1: And a good telephone number I have for you is 561-318-9290?

Speaker speaker_3: Yes.

Speaker speaker_1: And the email I have for you is emilyjamie24@yahoo?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Um, so your spouse stated you wanted to up your insurance. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Uh, well, what's-

Speaker speaker_3: She wants... She's looking at the... She wants to look at the plans.

Speaker speaker_1: Okay. Uh, I mean, I can email you a copy of a benefit guide, but unfortunately I wouldn't be able to m- make any changes right now, um, due to the fact-

Speaker speaker_3: Okay.

Speaker speaker_1: ... you're outside of your personal open enrollment period. However, I do know that Crown does start their open enrollment sometime in December, but let me verify that.

Speaker speaker_3: December is the open enrollment?

Speaker speaker_1: Yes.

Speaker speaker_3: All right.

Speaker speaker_1: So December 2nd to January 3rd is when Crown goes on their open enrollment.

Speaker speaker_3: Ah. I, I just got... I just got this c- card like maybe a few weeks ago.

Speaker speaker_1: Um. Yes, sir. It looks like you were automatically enrolled into one of their medical plans. Um, so Crown-

Speaker speaker_3: Okay.

Speaker speaker_1: ... automatically enrolls their new hires into the MEC TeleRX, which covers all of, all of your preventative healthcare services, um, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. Um-

Speaker speaker_3: Okay.

Speaker speaker_1: However, they, they usually do that to all of the employees usually 30 days after your first paycheck.

Speaker speaker_3: Oh, okay.

Speaker speaker_1: Yep. Um, but what I'll go ahead and do, I'll email you a copy of the future benefit guide, um, so you do have the options of what's being offered for next year. Um-

Speaker speaker_3: Okay.

Speaker speaker_1: Email that you should be looking out for, uh, will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_3: Okay.

Speaker speaker_1: Okay. Um-

Speaker speaker_3: So the open enrollment's December?

Speaker speaker_1: Yes, sir. So December 2nd-

Speaker speaker_3: December 1st?

Speaker speaker_1: ... to January 23rd.

Speaker speaker_3: Oh, the 2nd.

Speaker speaker_1: Sorry. So next Tuesday-

Speaker speaker_3: O-

Speaker speaker_1: ... I believe.

Speaker speaker_3: Okay. Next Tuesday. Okay.

Speaker speaker_1: Oh, Monday. Monday. My apology.

Speaker speaker_3: Monday.

Speaker speaker_1: It's a Monday. Sorry.

Speaker speaker_3: It's a Monday. Okay. Monday, the open enrollment. Day, the 2nd. Okay.

Speaker speaker_1: Is there anything else I could help y'all with today?

Speaker speaker_3: Uh, no, that's it.

Speaker speaker_1: Awesome. Well, have a wonderful day.

Speaker speaker_3: What. Wait. What else do I need to know?

Speaker speaker_2: Well, I need to know how I can get you off my policy because you already have one.

Speaker speaker_3: Oh. She wants to be able to get me off her policy 'cause I'm on this policy. How do I do that?

Speaker speaker_2: You mean off of me. She owes me about a hundred dollars a month.

Speaker speaker_1: Uh, so does she work with Crown Services?

Speaker speaker_2: She's got credit on it or something.

Speaker speaker_3: No, she doesn't. She works for a different company.

Speaker speaker_1: Okay. Well, she would need to contact her health administrator for that company to get you off of their, her insurance.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay. Is there anything else I could help you with today?

Speaker speaker_3: Okay. No, that's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_3: All right. Thank you.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_3: Bye.