

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? Hey, Justin. Uh, I had a few questions... I had a few, uh, questions for you. So, right now I'm currently with Crown Staffing through a company called Martina Hopkinsville. If I wanted to get benefits, do I have to wait until the first paycheck or can I get it at any time during this 30-day period? Um, so I do know that you have 30 days from your first paycheck to be enrolled in the benefits because that's considered your personal open enrollment period. So whenever you receive your first paycheck, 30 days starts from that date. So I can't do it beforehand? You can do it beforehand. Um, we can g- get you enrolled beforehand. Um, so when you do receive your first paycheck, you still have those 30 days to make any changes. Um, but yeah, we can go ahead and get that process started for you if need be. Okay. Um. Hmm. So when would that take effect? Um, so let's see. So I do know that pending enrollments do take one to two weeks to go through. Um, now it just depends on when you do receive your paycheck, um, so it all depends on, on that. Um, but pending enrollments do take one to two weeks to go through. Okay. I gotcha. So, basically, um, I just wanna look at my options. So, I'm thinking about... Well, I guess how can you, um, factor in which one to get as far as insurance wise? Like, I'm, I looked at it but there's so many brands, there's so many words. Um, what would you recommend as far as like if I maybe need to do a surgery or something that, like, would be quality wise? Or do you just work with a specific company? Uh, well us at Benefits and a Card we're not insurance agents, so we're not allowed to give recommendations. All we do know is that, um... Now, what's that staffing agency you work for so I can pull up that benefit guide? I mean, I have it in front of me. The Crown Staffing. The Crown Staffing. Okay. Sorry, I just needed to pull up a benefit guide on my end. So let's see here. Okay. Um, so I do know that they, um, when it comes to the medical plans offered through them, I know we're not insurance agents so we're not allowed to give recommendations. However, I do know that the Stay Healthy ME-C TellARX just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. While the VIP plans, those actually cover hospitals, doctors and medications. The only major difference between the standard and the classic is how much the insurance carrier pays to cover things. Okay. Man, I'm gonna have to look through this 'cause there's so many plans and... Yeah, let me give you a call back when it's... Let me give you a call back. What time are you guys open until tonight? Um, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time. Okay. So I'll give you a back- I'll give you a call back shortly and then I'll try to figure out what, what the best plan for me is. Okay. No worries. Well, was there anything else I could help you out with today? No, that's it. Awesome. Well, thank you for calling Benefits and a Card and I hope you have a wonderful day. Okay? You too. Thank you.

All right. Bye-bye. Bye-bye. Yeah.

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: Hey, Justin. Uh, I had a few questions... I had a few, uh, questions for you. So, right now I'm currently with Crown Staffing through a company called Martina Hopkinsville. If I wanted to get benefits, do I have to wait until the first paycheck or can I get it at any time during this 30-day period?

Speaker speaker_1: Um, so I do know that you have 30 days from your first paycheck to be enrolled in the benefits because that's considered your personal open enrollment period. So whenever you receive your first paycheck, 30 days starts from that date.

Speaker speaker_2: So I can't do it beforehand?

Speaker speaker_1: You can do it beforehand. Um, we can g- get you enrolled beforehand. Um, so when you do receive your first paycheck, you still have those 30 days to make any changes. Um, but yeah, we can go ahead and get that process started for you if need be.

Speaker speaker_2: Okay. Um. Hmm. So when would that take effect?

Speaker speaker_1: Um, so let's see. So I do know that pending enrollments do take one to two weeks to go through. Um, now it just depends on when you do receive your paycheck, um, so it all depends on, on that. Um, but pending enrollments do take one to two weeks to go through.

Speaker speaker_2: Okay. I gotcha. So, basically, um, I just wanna look at my options. So, I'm thinking about... Well, I guess how can you, um, factor in which one to get as far as insurance wise? Like, I'm, I looked at it but there's so many brands, there's so many words. Um, what would you recommend as far as like if I maybe need to do a surgery or something that, like, would be quality wise? Or do you just work with a specific company?

Speaker speaker_1: Uh, well us at Benefits and a Card we're not insurance agents, so we're not allowed to give recommendations. All we do know is that, um... Now, what's that staffing agency you work for so I can pull up that benefit guide?

Speaker speaker_2: I mean, I have it in front of me. The Crown Staffing.

Speaker speaker_1: The Crown Staffing. Okay. Sorry, I just needed to pull up a benefit guide on my end. So let's see here.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so I do know that they, um, when it comes to the medical plans offered through them, I know we're not insurance agents so we're not allowed to give recommendations. However, I do know that the Stay Healthy ME-C TellARX just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. While the VIP plans, those actually cover hospitals, doctors and medications. The only major difference between the standard and the classic is how much the insurance carrier pays to cover things.

Speaker speaker_2: Okay. Man, I'm gonna have to look through this 'cause there's so many plans and... Yeah, let me give you a call back when it's... Let me give you a call back. What time are you guys open until tonight?

Speaker speaker_1: Um, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_2: Okay. So I'll give you a back- I'll give you a call back shortly and then I'll try to figure out what, what the best plan for me is.

Speaker speaker_1: Okay. No worries. Well, was there anything else I could help you out with today?

Speaker speaker_2: No, that's it.

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

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye-bye. Yeah.