

## **Transcript: Malcolm**

**Nash-4732101622546432-6084107532550144**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hello, Malcolm. Um, I had got a message saying that I have up to 30 days to call and get my Benefits in a Card thing. Hello? Hello? Can you hear me? Yes. You were breaking up when you were talking. I had just got a message, um, saying that I have within 30 days to, um, get my benefits. What staffing company do you work for? Uh, Crown Staffing. So that's a automatic message that goes out to new hires congratulating them on getting a job with Cert- I mean, with Crown, and letting them know that they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the plan so they have the offer. Okay. Does you know if it, like, takes any money out of, like, my paychecks or anything? Yes, ma'am. Yes, ma'am, it will. If you don't decline the coverage, they'll auto-enroll you and it does take out your paycheck weekly. Okay. Were you wanting to get enrolled, decline the coverage? Um... Do you know, like, exactly, like, how much it will be taken out and like... 'Cause I'm new, this is like my very first job, so, like, I don't know anything about any of this stuff. Yes, ma'am, I understand. So they get you enrolled into the NEC TeleRx plan. That's a wellness... That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services, which includes free Rx as well, which gives you access to over 800 acute and chronic medications. And it'll be six-... It'll be \$15.67 that's deducted every week. Okay. Yeah, I'll, I'll... Yeah, I'll go ahead and look that up. So, so if you don't, if you don't decline they'll auto-enroll you into it, but you can also pick your own health insurance options as well if you don't want that plan, because they offer you more than just that plan. Okay, so if I decline then I could choose my own, like, health plan? You can do, you can do, you can pick it either way. You don't have to decline it. You can get enrolled into that and then add more on top of it. Okay. Okay. Um... So I have, like, 30 days to decide? From the, from the date of your first paycheck. Yes, ma'am. But you guys are also in open enrollment until January 4th. Okay, I'll, I'll give y'all a call back. Just so you know, yeah, if you don't, if you don't decline the coverage, they're going to auto-enroll you into that. Okay. So... Okay. Right. Well, is there anything else I can help you with today, ma'am? Mm. I don't think so. All right. Well, thanks for calling Benefits in a Card. I hope you have a great holiday. You too. Thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hello, Malcolm. Um, I had got a message saying that I have up to 30 days to call and get my Benefits in a Card thing.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hello? Can you hear me?

Speaker speaker\_1: Yes. You were breaking up when you were talking.

Speaker speaker\_2: I had just got a message, um, saying that I have within 30 days to, um, get my benefits.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Uh, Crown Staffing.

Speaker speaker\_1: So that's a automatic message that goes out to new hires congratulating them on getting a job with Cert- I mean, with Crown, and letting them know that they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the plan so they have the offer.

Speaker speaker\_2: Okay. Does you know if it, like, takes any money out of, like, my paychecks or anything?

Speaker speaker\_1: Yes, ma'am. Yes, ma'am, it will. If you don't decline the coverage, they'll auto-enroll you and it does take out your paycheck weekly.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Were you wanting to get enrolled, decline the coverage?

Speaker speaker\_2: Um... Do you know, like, exactly, like, how much it will be taken out and like... 'Cause I'm new, this is like my very first job, so, like, I don't know anything about any of this stuff.

Speaker speaker\_1: Yes, ma'am, I understand. So they get you enrolled into the NEC TeleRx plan. That's a wellness... That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services, which includes free Rx as well, which gives you access to over 800 acute and chronic medications. And it'll be six-... It'll be \$15.67 that's deducted every week.

Speaker speaker\_2: Okay. Yeah, I'll, I'll... Yeah, I'll go ahead and look that up.

Speaker speaker\_1: So, so if you don't, if you don't decline they'll auto-enroll you into it, but you can also pick your own health insurance options as well if you don't want that plan, because they offer you more than just that plan.

Speaker speaker\_2: Okay, so if I decline then I could choose my own, like, health plan?

Speaker speaker\_1: You can do, you can do, you can pick it either way. You don't have to decline it. You can get enrolled into that and then add more on top of it.

Speaker speaker\_2: Okay. Okay. Um... So I have, like, 30 days to decide?

Speaker speaker\_1: From the, from the date of your first paycheck. Yes, ma'am. But you guys are also in open enrollment until January 4th.

Speaker speaker\_2: Okay, I'll, I'll give y'all a call back.

Speaker speaker\_1: Just so you know, yeah, if you don't, if you don't decline the coverage, they're going to auto-enroll you into that.

Speaker speaker\_2: Okay. So... Okay.

Speaker speaker\_1: Right. Well, is there anything else I can help you with today, ma'am?

Speaker speaker\_2: Mm. I don't think so.

Speaker speaker\_1: All right. Well, thanks for calling Benefits in a Card. I hope you have a great holiday.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you.