

## **Transcript: Malcolm**

**Nash-6057115287764992-6277797888081920**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, yes, I was calling... I just, um, received a text like a day or so ago about, um, calling this number before my deadline was up or something to, I guess, verify, um- Yes, ma'am. What company do you work for? It's, uh, Crown. So what did it text message say specifically? Uh, hold on just a second. Um, it says, "Congrats on your job with Crown. You will be opted into benefits within 30 days. Call BIC at the..." and it's got the number, "to make changes before your window closes." Okay. So that's the automatic text that goes out to new hires congratulating them on getting a job with bene- with Crown Services and letting them know they have 30 days to either decline the coverage or get enrolled into the health insurance, where they'll be auto-enrolled into the plan they have to offer. Okay, so is this the number I call to make sure I don't get enrolled into benefits? Yes, ma'am. What's the last four of your Social? 3101. First name? Susan. Last name? Chis-Tilly. All right. For security purposes, can you verify your address and date of birth for me? 180 10 Mile Drive, Driver's Kentucky 41035. 12/31/78. Thank you. So we got your phone number at 4- uh, 242-8372? Yes. And I get email at susanchis-... chis-tilly@gmail.com? Yes. Thank you. All right, I got that declined for you, Ms. Susan. Was there anything else I can help you with today? Um, that's it. I- I was just curious, what was... What did they offer? Just the health insurance. Or was it... Just, uh, it was just... No dental, just health? Uh, so the plan that they auto-enroll you into is the MEC TeleRX plan. That would have been a preventative care plan. That'd have been good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That would not have included- Mm-hmm. ... the dental, but they do offer you a dental option. They off- they offer you, they offer you medical, free Rx, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health and the ID experts. Okay. Um, i- how do you get that information, like, to, to look at the plans? I can send you a benefits guide. Okay. Um, yeah, could you do that? But as far as right now, just, I guess, opt out of it? Yes, ma'am. I already got it declined for you. And you said you want me to send you benefits guide? Yes, please. Well, was there anything else I can help you with today, Ms. Susan? Uh, no, that's it. All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. Okay, thank you. No problem.

### **Conversation Format**

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

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

Speaker speaker\_2: Um, yes, I was calling... I just, um, received a text like a day or so ago about, um, calling this number before my deadline was up or something to, I guess, verify, um-

Speaker speaker\_1: Yes, ma'am. What company do you work for?

Speaker speaker\_2: It's, uh, Crown.

Speaker speaker\_1: So what did it text message say specifically?

Speaker speaker\_2: Uh, hold on just a second. Um, it says, "Congrats on your job with Crown. You will be opted into benefits within 30 days. Call BIC at the..." and it's got the number, "to make changes before your window closes."

Speaker speaker\_1: Okay. So that's the automatic text that goes out to new hires congratulating them on getting a job with bene- with Crown Services and letting them know they have 30 days to either decline the coverage or get enrolled into the health insurance, where they'll be auto-enrolled into the plan they have to offer.

Speaker speaker\_2: Okay, so is this the number I call to make sure I don't get enrolled into benefits?

Speaker speaker\_1: Yes, ma'am. What's the last four of your Social?

Speaker speaker\_2: 3101.

Speaker speaker\_1: First name?

Speaker speaker\_2: Susan.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Chis-Tilly.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 180 10 Mile Drive, Driver's Kentucky 41035. 12/31/78.

Speaker speaker\_1: Thank you. So we got your phone number at 4- uh, 242-8372?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And I get email at susanchis-... chis-tilly@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. All right, I got that declined for you, Ms. Susan. Was there anything else I can help you with today?

Speaker speaker\_2: Um, that's it. I- I was just curious, what was... What did they offer?

Speaker speaker\_1: Just the health insurance.

Speaker speaker\_2: Or was it... Just, uh, it was just... No dental, just health?

Speaker speaker\_1: Uh, so the plan that they auto-enroll you into is the MEC TeleRX plan. That would have been a preventative care plan. That'd have been good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. That would not have included-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... the dental, but they do offer you a dental option. They off- they offer you, they offer you medical, free Rx, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health and the ID experts.

Speaker speaker\_2: Okay. Um, i- how do you get that information, like, to, to look at the plans?

Speaker speaker\_1: I can send you a benefits guide.

Speaker speaker\_2: Okay. Um, yeah, could you do that? But as far as right now, just, I guess, opt out of it?

Speaker speaker\_1: Yes, ma'am. I already got it declined for you. And you said you want me to send you benefits guide?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Well, was there anything else I can help you with today, Ms. Susan?

Speaker speaker\_2: Uh, no, that's it.

Speaker speaker\_1: All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: No problem.