

Transcript: Chris Sofield

(deactivated)-5340149847113728-5448760711659520

Full Transcript

No. Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Yes. My name's Jasper Burdette. Uh, I'm calling because, uh, uh, I've worked at Crown staff and, and, uh, I got a text saying, uh, that I should set up my benefits and stuff now. Okay. Yeah, we can get that set up for you, sir. Uh, what's the last four on your social? Uh, it's 5662. All right. Mr. Burdette, uh, could you verify your address and your date of birth for me please? Uh, the address is 21 Admiral Lane. It's 21 something Admiral Lane. And then what was the other one? Um, well, the rest of the address. I do still need the city, state and zip. Oh, uh, Clark, Clark County, uh, 47129, I think. And what state is that? Indiana. Thank you. And then your date of birth? Uh, 11/28/1930. Thank you. All right. Uh, we have a phone number on file for you at 697-4096. Is that correct? Yes, sir. All right. Uh, let's see here. Okay. Uh, yeah, looks like, uh, since open enrollment is going on, you are currently eligible to enroll- ... in any insurance benefits if you wish. Um, there are a couple of different options. They've got, uh, medical- ... dental, vision, uh, short term disability, life insurance, critical illness, accident coverage, behavioral health, sort of like mental thera-, uh, mental health therapy- ... counseling, things like that, and then identity protection. Uh, was there anything- Okay. ... specific you needed, you wanted to enroll into or anything specific you wanted more information on? Yes. Uh, uh, uh, it just depends on dental. Uh, okay. So, uh, dental, uh, I have a, uh, uh, a full upper plate, okay? Do y'all, uh, do they, would they, uh, cover that? Because- Uh- ... uh, my, my, my dental plate broke and I'm trying to get a new one, but I, I'm trying to figure out who I should go with on insurance before I do so. Okay. Um, so I'm not sure unfortunately, just because we're only the enrollment admin for Crown, we're not the actual insurance company itself. Um, I do know that the dental policy through Crown, uh, there's only a single dental plan through them. Um, it covers preventative services and basic services. So things like, um, your routine cleanings and exams, uh, simple extractions, cavity fillings, x-rays and things like that. Um, but major work like surgeries or root canals or anything like that, uh, those are not covered by the dental plan. I'm not sure of that. What about, what about just a replacement? Like, uh, like I said, my, my dental plate broke, so all I would need is just a new... Because I got a... I only have the, uh, temporary one right now. I had a temporary one right now and it, it broke. Okay. I'm trying to get a permanent one, but, uh, the, the, the dental's trying to charge me for it and I'm just trying to figure out, you know, how to get around that. Okay. Okay, I understand. Um, so again, unfortunately, I'm not going to know anything more specific than what I've just stated. However, I do have a f- uh, two phone numbers, um, and some information for you, uh, to get in contact with people who would know the information, like the, the answer to that kind of question. Um, let me know when you're ready and I can give all of that to you and you can reach out to them- Is there- ... see what they say. Uh, right now I'm in a gas station with my

daughter. Is there any way you could, uh, text me this information? And, uh- Uh, no. I would not be able to text it to you. Unfortunately, we do not have that capability. Um. Okay. Let me, let me check to see something. I may be able to email that information to you. Do you mind holding if I, uh, while I just check to see if that's possible? Yes, go right ahead. And, uh, uh, uh, also, uh, i- if you'd like, uh, after, uh, you can s- uh, set it up to where you can call me tomorrow at a certain time and, uh, uh, check up on, uh, the progress. Okay. Yeah. Um, so we, uh, I can definitely- Mm-hmm. ... attempt that. Um, unfortunately- No, you can't try that. ... I can't guarantee that. Uh, best I could say is, uh, like I said- No, figure it out. ... we can email that over to you. And then, um, in the meantime, I, I do know that Crown does an automatic enrollment process- Mm-hmm. ... at least for the medical. In the meantime- No. ... uh, if, if you want, I can opt you out of that, so you don't, so nothing happens until you call us back. Um- Yes, please. And then... Yeah, I'll opt you out of the automatic enrollment. Nothing will happen until you call us back. I'll, I'll see if I can email this information to you and then, um, we... And then you can give them a call, see what, see what they say. And if it, if it doesn't work out for you and you just decide that you don't want any insurance from Crown, uh, you just... You won't have to do anything further after that, okay? I got you. Thank you. I'm going to the store- No problem. I'll be right back in a second. All right, sir. I'll be right back with you. Hi, Mr. Burdette?

Conversation Format

Speaker speaker_0: No.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_0: Yes. My name's Jasper Burdette. Uh, I'm calling because, uh, uh, I've worked at Crown staff and, and, uh, I got a text saying, uh, that I should set up my benefits and stuff now.

Speaker speaker_2: Okay. Yeah, we can get that set up for you, sir. Uh, what's the last four on your social?

Speaker speaker_0: Uh, it's 5662.

Speaker speaker_2: All right. Mr. Burdette, uh, could you verify your address and your date of birth for me please?

Speaker speaker_0: Uh, the address is 21 Admiral Lane. It's 21 something Admiral Lane. And then what was the other one?

Speaker speaker_2: Um, well, the rest of the address. I do still need the city, state and zip.

Speaker speaker_0: Oh, uh, Clark, Clark County, uh, 47129, I think.

Speaker speaker_2: And what state is that?

Speaker speaker_0: Indiana.

Speaker speaker_2: Thank you. And then your date of birth?

Speaker speaker_0: Uh, 11/28/1930.

Speaker speaker_2: Thank you. All right. Uh, we have a phone number on file for you at 697-4096. Is that correct?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: All right. Uh, let's see here. Okay. Uh, yeah, looks like, uh, since open enrollment is going on, you are currently eligible to enroll- ... in any insurance benefits if you wish. Um, there are a couple of different options. They've got, uh, medical- ... dental, vision, uh, short term disability, life insurance, critical illness, accident coverage, behavioral health, sort of like mental thera-, uh, mental health therapy- ... counseling, things like that, and then identity protection. Uh, was there anything-

Speaker speaker_0: Okay.

Speaker speaker_2: ... specific you needed, you wanted to enroll into or anything specific you wanted more information on?

Speaker speaker_0: Yes. Uh, uh, uh, it just depends on dental. Uh, okay. So, uh, dental, uh, I have a, uh, uh, a full upper plate, okay? Do y'all, uh, do they, would they, uh, cover that? Because-

Speaker speaker_2: Uh-

Speaker speaker_0: ... uh, my, my, my dental plate broke and I'm trying to get a new one, but I, I'm trying to figure out who I should go with on insurance before I do so.

Speaker speaker_2: Okay. Um, so I'm not sure unfortunately, just because we're only the enrollment admin for Crown, we're not the actual insurance company itself. Um, I do know that the dental policy through Crown, uh, there's only a single dental plan through them. Um, it covers preventative services and basic services. So things like, um, your routine cleanings and exams, uh, simple extractions, cavity fillings, x-rays and things like that. Um, but major work like surgeries or root canals or anything like that, uh, those are not covered by the dental plan. I'm not sure of that.

Speaker speaker_0: What about, what about just a replacement? Like, uh, like I said, my, my dental plate broke, so all I would need is just a new... Because I got a... I only have the, uh, temporary one right now. I had a temporary one right now and it, it broke.

Speaker speaker_2: Okay.

Speaker speaker_0: I'm trying to get a permanent one, but, uh, the, the, the dental's trying to charge me for it and I'm just trying to figure out, you know, how to get around that.

Speaker speaker_2: Okay. Okay, I understand. Um, so again, unfortunately, I'm not going to know anything more specific than what I've just stated. However, I do have a f- uh, two phone

numbers, um, and some information for you, uh, to get in contact with people who would know the information, like the, the answer to that kind of question. Um, let me know when you're ready and I can give all of that to you and you can reach out to them-

Speaker speaker_0: Is there-

Speaker speaker_2: ... see what they say.

Speaker speaker_0: Uh, right now I'm in a gas station with my daughter. Is there any way you could, uh, text me this information? And, uh-

Speaker speaker_2: Uh, no. I would not be able to text it to you. Unfortunately, we do not have that capability. Um.

Speaker speaker_0: Okay.

Speaker speaker_2: Let me, let me check to see something. I may be able to email that information to you. Do you mind holding if I, uh, while I just check to see if that's possible?

Speaker speaker_0: Yes, go right ahead. And, uh, uh, uh, also, uh, i- if you'd like, uh, after, uh, you can s- uh, set it up to where you can call me tomorrow at a certain time and, uh, uh, check up on, uh, the progress.

Speaker speaker_2: Okay. Yeah. Um, so we, uh, I can definitely-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... attempt that. Um, unfortunately-

Speaker speaker_0: No, you can't try that.

Speaker speaker_2: ... I can't guarantee that. Uh, best I could say is, uh, like I said-

Speaker speaker_0: No, figure it out.

Speaker speaker_2: ... we can email that over to you. And then, um, in the meantime, I, I do know that Crown does an automatic enrollment process-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... at least for the medical. In the meantime-

Speaker speaker_0: No.

Speaker speaker_2: ... uh, if, if you want, I can opt you out of that, so you don't, so nothing happens until you call us back. Um-

Speaker speaker_0: Yes, please.

Speaker speaker_2: And then... Yeah, I'll opt you out of the automatic enrollment. Nothing will happen until you call us back. I'll, I'll see if I can email this information to you and then, um, we... And then you can give them a call, see what, see what they say. And if it, if it doesn't work out for you and you just decide that you don't want any insurance from Crown, uh, you just... You won't have to do anything further after that, okay?

Speaker speaker_0: I got you. Thank you. I'm going to the store-

Speaker speaker_2: No problem.

Speaker speaker_0: I'll be right back in a second.

Speaker speaker_2: All right, sir. I'll be right back with you.

Speaker speaker_3: Hi, Mr. Burdette?