

Transcript: Chris Sofield (deactivated)-5387942968213504-6743746166177792

Full Transcript

Your call may be- Hello? ... monitored or recorded for quality assurance purposes. Hello? Hi, good afternoon. Can I speak with Dana Ryan? This is she. Hi, Ms. Ryan. My name is Chris. I'm with Benefits in a Car, calling on behalf of Crown Services. How are you doing today? I'm good. How are you? I'm doing well, thank you. Before we continue, this call is being recorded for quality assurance and training purposes. I'm returning a voicemail that was left with us Friday morning. Um, we do apologize, but we were closed due to inclement weather around here. Um, uh, regarding the, uh, you being unaware of the MVP enrollment, uh, from Crown? Uh-huh. Okay. I just wanted to give you a call and let you know that, um, yes, while MVP is an option for medical coverage, at the time that you had called to request, uh, information about it, um, Crown's open enrollment had ended by that point. So, unfortunately, you're not eligible to enroll into that plan. Um- Okay. ... now, I do see here that you had gone online and done a pending change to drop your current medical plan. Um, am I assuming that that's... that was in preparation for you being able to enroll into MVP? Well, it just doesn't do any... do me any good 'cause it doesn't pay for anything, so I don't need it. I understand. I just wanted to make sure and offer to cancel that change if you wanted to. Um, but if, if you truly did want to cancel it, um, and it wasn't just to s- replace it with MVP, then we'll just go ahead and le- let that slide. I... Like I said, just wanted to make sure. Okay. Thank you. You're welcome. Did you have any questions for me, ma'am? Nope. All right. Thanks for taking the time to speak with me. You have a good day.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello?

Speaker speaker_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hi, good afternoon. Can I speak with Dana Ryan?

Speaker speaker_1: This is she.

Speaker speaker_2: Hi, Ms. Ryan. My name is Chris. I'm with Benefits in a Car, calling on behalf of Crown Services. How are you doing today?

Speaker speaker_1: I'm good. How are you?

Speaker speaker_2: I'm doing well, thank you. Before we continue, this call is being recorded for quality assurance and training purposes. I'm returning a voicemail that was left with us Friday morning. Um, we do apologize, but we were closed due to inclement weather around here. Um, uh, regarding the, uh, you being unaware of the MVP enrollment, uh, from Crown?

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Okay. I just wanted to give you a call and let you know that, um, yes, while MVP is an option for medical coverage, at the time that you had called to request, uh, information about it, um, Crown's open enrollment had ended by that point. So, unfortunately, you're not eligible to enroll into that plan. Um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... now, I do see here that you had gone online and done a pending change to drop your current medical plan. Um, am I assuming that that's... that was in preparation for you being able to enroll into MVP?

Speaker speaker_1: Well, it just doesn't do any... do me any good 'cause it doesn't pay for anything, so I don't need it.

Speaker speaker_2: I understand. I just wanted to make sure and offer to cancel that change if you wanted to. Um, but if, if you truly did want to cancel it, um, and it wasn't just to s- replace it with MVP, then we'll just go ahead and le- let that slide. I... Like I said, just wanted to make sure.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: You're welcome. Did you have any questions for me, ma'am?

Speaker speaker_1: Nope.

Speaker speaker_2: All right. Thanks for taking the time to speak with me. You have a good day.