

Transcript: Chris Sofield

(deactivated)-5709602598371328-5161334789324800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Yes, my name is Timothy Apes. Uh, I work for Crown Services, and I, I had currently, um, enrolled in one of y'all's programs, and I was trying to update... I called the other day to update the information, but I, it got disconnected and for whatever reason my keypad wasn't working, y'all's, uh, automated thing, so I couldn't get back through. Uh, I wanted to make sure that my address got updated. Okay. All right. Yeah, we can take a look into that, sir. Uh, what's the last four of your Social? 2002. 2002. All right, Mr. Apes. Um, all right. Go ahead and, uh, verify the address that we should have on file. I'll let you know if it's what we've got. 3523, uh, South Linn Street, Independence Avenue, 64... I mean, not avenue. Independence, Missouri, 64055. Yep, that's what we've got. Is there any sort of apartment number or anything like that? Yeah, yeah, I need the... That's what I forgot to add, the apartment A. Okay, apartment A. I was trying to do that. All right. Well, we'll- And I also wanted one of those... I also need to update my phone number, I think. Okay. Okay, yeah. We'll, we'll do that real quick. Uh, just for, uh, first, real quick, just verify your date of birth for me. 6/16/78. All right. Uh, the phone that we have on file, we have 816-730-8059. Okay. Is that correct or does that need to be updated? Yeah, that... No, that's the correct one. That's it, that's it. Okay. And then we have the, uh, we have the- Okay. ... email on file as timapes26 at gmail? Yes. Uh, I also wanted to... Oh, no, let's change that to, uh, this one, because I use this phone more now. Let me, uh... and it's a weird one. It was supposed to be Tim Apes something else but it, it, it didn't put the, uh, M in it. So it's T-I-A-T-E-S, but let me get the number for it. All right. 8161... @icloud. T-I apes ic- uh, 8161@icloud.com. Got it. Yeah. All lowercase. Yessir. All right. We've, uh, we've gotten, we got... Looks like we got all the information other than just the updated email address and the, uh, missing apartment number. Well- Which we just got done. Spell the, uh, email back for me. T-I-A-T-E-S- Oh, yes. ...8-4-0-6-1? Yes, that's correct. Yes. Got it. All right. Uh, all right. So it looks like we've got that all set up and updated for you. Was there anything else? Yes. I want to add vision for myself. Vision for yourself. One moment. Okay. So we have the medical for you and child, and then vision for just yourself. Correct? Yes. All right. That is, that adds \$2.15 to your weekly, uh, deduction total, bringing it up to \$72.32 per week. Do you authorize Crown to make those deductions? I'm sorry? Uh, your, uh, vision is \$2.15, which brings your total- Yeah, I know, but you said some... You said something about Crown doing what? Oh, yeah. I was just asking, do you authorize Crown to make th- to make those deductions? Yes. Y- yes, I do. Yes. Okay. Okay. All, all right. But do I need, do I need to go to the sale, or just you, you authoriz- Do I... What? Like, is this a problem? No, no, no, no. Uh, uh, there's... No, there's nothing further that you would need to do. Um, it's just a... It, it's, it's more of like a liability question. We do need to make sure that you're aware that these deductions are going

to happen. Um... Yeah. Oh, okay. Okay. Okay. Yeah. That's p- that's pretty much all that is. And, uh, so the guy that I got the package from didn't really want to explain what I got. So I tried... I really wanted insurance for my daughter. Right. She's two years old, so she's still got her monthly, or, you know, six-month checkup and things like that. Right. And, uh, does my... Can you look at my package and see if it covers that? And if not, I need to change it to where it does cover that. 'Cause dude wouldn't explain nothing to me. He's like, "I'm just a salesman. I can't, like, recommend nothing." Okay. Yeah, give me just a moment. Let me see what I can... If, if that, if that's a information I'm able to pull up here. One moment. All right. You chose the Stay Healthy NEC Enhanced Plan, which does cover preventative care and primary care visits. Under the preventive care, um, let's see here. That does- So like if she got sick or if she were admitted, it would cover it? Yeah. So, um, so if you... Yeah. If you, if she got sick, then yes, primary care visits, urgent care visits, those are covered at a t- Uh, if it's a primary care doctor, it's a \$10 copay. Yeah. Yeah. Sorry, go ahead. That's ouchable. Yeah. Yeah. Uh... So yeah. Primary and urgent care visits are included in that and then as far as, like, the yearly checkups and screenings and stuff, um, I do see here that under the, uh, preventative care services, yes, it looks like, uh, those, uh, screenings, so like blood pressure, hearing loss, special disease, HIV, all that for children and newborns. Um, se- uh, and then for immunizations, yep, there, like flu, uh, flu vaccines and- Yeah, yeah. That's what I- ... tetanus shots and all that. Yeah, all that stuff. Yeah. Yeah, that's what I need. Yeah. Definitely. You know? You know, to get the kid to, to grown state is what I need, you know? Yes. Yessir. Definitely. So yeah. The, uh, looks like, looks like the shots are covered under the, uh, under the preventative care portion, and then any sicknesses are gonna be covered for, like, those, like I said, the preventative, or sorry, the primary or the urgent care visits or specialist care if it n- if it needs to go to that point. Right. So what... So am I covered under the same thing with that too, also? Yes. That's the exact same coverage- Okay. ... you have. Yes, sir. Okay. All right. And can you tell me, has my card been shipped? 'Cause I don't have a card yet, either. Uh, let me... Looks like... Let's see here. Uh, looks like we're towards the end of the, um, enrollment process, at least for the medical. Uh, it's gonna take a little bit longer for the vision to go through because that wa- uh, that was requested- Okay. ... towards the end of the original, um, but- A'ight. ... so you're going to receive your medical card first. Um, I would say the best thing to do, uh, if, if you're able to get in touch with payroll to see a copy of your, like, your pay stubs or whatever, um- Right. ... do that. Uh, check to see if you have that \$70.17 coming out of your check. If you see that come out of this check, then it should be effective next, uh, next Monday. Uh, you should get- All right. ... that ID card within about two to three weeks after that. Or, sorry, two to three weeks from today. Um, but that's all- So what happens... So if she has to go to the hospital before I have my card, how do I handle that? Uh, if, if, um... Now, as long as the policy is effective, as I- uh, it's usable. Um, so as, even if, even if it's like you've s- you've seen the deduction, your coverage is effective the next week but you haven't gotten the ID card yet, you can always have the provider give us a call to verify the eligibility. Okay. That's fine. Just making sure. I understand, sir. Uh, anything else? Uh, that about covers it. Thank you, man. You're so much more helpful than the first guy. No problem, sir. If that's everything, thanks again for calling and you have a wonderful day. All righty. Bye-bye. All right. Bye now.

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 Chris. How can I help you today?

Speaker speaker_2: Yes, my name is Timothy Apes. Uh, I work for Crown Services, and I, I had currently, um, enrolled in one of y'all's programs, and I was trying to update... I called the other day to update the information, but I, it got disconnected and for whatever reason my keypad wasn't working, y'all's, uh, automated thing, so I couldn't get back through. Uh, I wanted to make sure that my address got updated.

Speaker speaker_1: Okay. All right. Yeah, we can take a look into that, sir. Uh, what's the last four of your Social?

Speaker speaker_2: 2002.

Speaker speaker_1: 2002. All right, Mr. Apes. Um, all right. Go ahead and, uh, verify the address that we should have on file. I'll let you know if it's what we've got.

Speaker speaker_2: 3523, uh, South Linn Street, Independence Avenue, 64... I mean, not avenue. Independence, Missouri, 64055.

Speaker speaker_1: Yep, that's what we've got. Is there any sort of apartment number or anything like that?

Speaker speaker_2: Yeah, yeah, I need the... That's what I forgot to add, the apartment A.

Speaker speaker_1: Okay, apartment A.

Speaker speaker_2: I was trying to do that.

Speaker speaker_1: All right. Well, we'll-

Speaker speaker_2: And I also wanted one of those... I also need to update my phone number, I think.

Speaker speaker_1: Okay. Okay, yeah. We'll, we'll do that real quick. Uh, just for, uh, first, real quick, just verify your date of birth for me.

Speaker speaker_2: 6/16/78.

Speaker speaker_1: All right. Uh, the phone that we have on file, we have 816-730-8059.

Speaker speaker_2: Okay.

Speaker speaker_1: Is that correct or does that need to be updated?

Speaker speaker_2: Yeah, that... No, that's the correct one.

Speaker speaker_1: That's it, that's it. Okay. And then we have the, uh, we have the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... email on file as timapes26 at gmail?

Speaker speaker_2: Yes. Uh, I also wanted to... Oh, no, let's change that to, uh, this one, because I use this phone more now. Let me, uh... and it's a weird one. It was supposed to be Tim Apes something else but it, it, it didn't put the, uh, M in it. So it's T-I-A-T-E-S, but let me get the number for it.

Speaker speaker_1: All right.

Speaker speaker_2: 8161... @icloud.

Speaker speaker_1: T-I apes ic- uh, 8161@icloud.com. Got it.

Speaker speaker_2: Yeah. All lowercase.

Speaker speaker_1: Yessir. All right. We've, uh, we've gotten, we got... Looks like we got all the information other than just the updated email address and the, uh, missing apartment number.

Speaker speaker_2: Well-

Speaker speaker_1: Which we just got done.

Speaker speaker_2: Spell the, uh, email back for me.

Speaker speaker_1: T-I-A-T-E-S-

Speaker speaker_2: Oh, yes.

Speaker speaker_1: ...8-4-0-6-1?

Speaker speaker_2: Yes, that's correct. Yes.

Speaker speaker_1: Got it. All right. Uh, all right. So it looks like we've got that all set up and updated for you. Was there anything else?

Speaker speaker_2: Yes. I want to add vision for myself.

Speaker speaker_1: Vision for yourself. One moment. Okay. So we have the medical for you and child, and then vision for just yourself. Correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. That is, that adds \$2.15 to your weekly, uh, deduction total, bringing it up to \$72.32 per week. Do you authorize Crown to make those deductions?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Uh, your, uh, vision is \$2.15, which brings your total-

Speaker speaker_2: Yeah, I know, but you said some... You said something about Crown doing what?

Speaker speaker_1: Oh, yeah. I was just asking, do you authorize Crown to make th- to make those deductions?

Speaker speaker_2: Yes. Y- yes, I do. Yes.

Speaker speaker_1: Okay. Okay. All, all right.

Speaker speaker_2: But do I need, do I need to go to the sale, or just you, you authoriz- Do I... What? Like, is this a problem?

Speaker speaker_1: No, no, no, no. Uh, uh, there's... No, there's nothing further that you would need to do. Um, it's just a... It, it's, it's more of like a liability question. We do need to make sure that you're aware that these deductions are going to happen. Um...

Speaker speaker_2: Yeah. Oh, okay. Okay. Okay.

Speaker speaker_1: Yeah. That's p- that's pretty much all that is.

Speaker speaker_2: And, uh, so the guy that I got the package from didn't really want to explain what I got. So I tried... I really wanted insurance for my daughter.

Speaker speaker_1: Right.

Speaker speaker_2: She's two years old, so she's still got her monthly, or, you know, six-month checkup and things like that.

Speaker speaker_1: Right.

Speaker speaker_2: And, uh, does my... Can you look at my package and see if it covers that? And if not, I need to change it to where it does cover that. 'Cause dude wouldn't explain nothing to me. He's like, "I'm just a salesman. I can't, like, recommend nothing."

Speaker speaker_1: Okay. Yeah, give me just a moment. Let me see what I can... If, if that, if that's a information I'm able to pull up here. One moment. All right. You chose the Stay Healthy NEC Enhanced Plan, which does cover preventative care and primary care visits. Under the preventive care, um, let's see here. That does-

Speaker speaker_2: So like if she got sick or if she were admitted, it would cover it?

Speaker speaker_1: Yeah. So, um, so if you... Yeah. If you, if she got sick, then yes, primary care visits, urgent care visits, those are covered at a t- Uh, if it's a primary care doctor, it's a \$10 copay.

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Sorry, go ahead.

Speaker speaker_2: That's ouchable. Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_2: Uh...

Speaker speaker_1: So yeah. Primary and urgent care visits are included in that and then as far as, like, the yearly checkups and screenings and stuff, um, I do see here that under the, uh, preventative care services, yes, it looks like, uh, those, uh, screenings, so like blood pressure, hearing loss, special disease, HIV, all that for children and newborns. Um, se- uh, and then for immunizations, yep, there, like flu, uh, flu vaccines and-

Speaker speaker_2: Yeah, yeah. That's what I-

Speaker speaker_1: ... tetanus shots and all that.

Speaker speaker_2: Yeah, all that stuff. Yeah. Yeah, that's what I need. Yeah. Definitely.

Speaker speaker_1: You know?

Speaker speaker_2: You know, to get the kid to, to grown state is what I need, you know ?

Speaker speaker_1: Yes. Yessir. Definitely. So yeah. The, uh, looks like, looks like the shots are covered under the, uh, under the preventative care portion, and then any sicknesses are gonna be covered for, like, those, like I said, the preventative, or sorry, the primary or the urgent care visits or specialist care if it n- if it needs to go to that point.

Speaker speaker_2: Right. So what... So am I covered under the same thing with that too, also?

Speaker speaker_1: Yes. That's the exact same coverage-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you have. Yes, sir.

Speaker speaker_2: Okay. All right. And can you tell me, has my card been shipped? 'Cause I don't have a card yet, either.

Speaker speaker_1: Uh, let me... Looks like... Let's see here. Uh, looks like we're towards the end of the, um, enrollment process, at least for the medical. Uh, it's gonna take a little bit longer for the vision to go through because that wa- uh, that was requested-

Speaker speaker_2: Okay.

Speaker speaker_1: ... towards the end of the original, um, but-

Speaker speaker_2: A'ight.

Speaker speaker_1: ... so you're going to receive your medical card first. Um, I would say the best thing to do, uh, if, if you're able to get in touch with payroll to see a copy of your, like, your pay stubs or whatever, um-

Speaker speaker_2: Right.

Speaker speaker_1: ... do that. Uh, check to see if you have that \$70.17 coming out of your check. If you see that come out of this check, then it should be effective next, uh, next Monday. Uh, you should get-

Speaker speaker_2: All right.

Speaker speaker_1: ... that ID card within about two to three weeks after that. Or, sorry, two to three weeks from today. Um, but that's all-

Speaker speaker_2: So what happens... So if she has to go to the hospital before I have my card, how do I handle that?

Speaker speaker_1: Uh, if, if, um... Now, as long as the policy is effective, as I- uh, it's usable. Um, so as, even if, even if it's like you've s- you've seen the deduction, your coverage is effective the next week but you haven't gotten the ID card yet, you can always have the provider give us a call to verify the eligibility.

Speaker speaker_2: Okay. That's fine. Just making sure.

Speaker speaker_1: I understand, sir. Uh, anything else?

Speaker speaker_2: Uh, that about covers it. Thank you, man. You're so much more helpful than the first guy.

Speaker speaker_1: No problem, sir. If that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker_2: All righty. Bye-bye.

Speaker speaker_1: All right. Bye now.