Transcript: Malcolm Nash-6689084464742400-5843803225505792

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yeah, hi. This is Virginia Prather. I got a em- a text from Crown that my 30 days will be approaching soon and for me to call this number about, uh, benefits. So you want to get enrolled into the health insurance offered through Crown? Fine, I guess. What kind of health insurance is that and how much is it? So they're all lim- uh, limited benefits plans. They're not PPO plans. That, what it means is the doctor and the member sends the claim to the insurance area and the carrier pays towards the claim up towards that dollar amount. And depending on the services rendered and it covers, the remainder of the claim will be your responsibility. Oh, okay. So it's, it's not dental or vision or anything like that? Yes, ma'am. So they do offer you those plans, but I was just saying, like, they're, they're limited benefits plans, they're not PPO plans. Oh, okay. So it isn't like I have to take it, right? No, ma'am. You can decline it. Okay. Crown does auto-enroll you guys into the plan, so if you wanted to decline it, I can decline it for you. Yeah, no. Decline it because, um, I have other insurance, so I'll just decline that insurance. All right. What's the last four of your social? 8149. First name? I'm sorry? Your first name, ma'am? Virginia. Last name? Prather. All right. For security purposes, could you verify your address and date of birth for me? 4870 Wilford Road, Petersburg, Kentucky. Date of birth is 3/5/59. Thank you. I, I got that declined for you, Miss Virginia. Was there anything else I can help you with today? No, honey. Thank you very much. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right, bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yeah, hi. This is Virginia Prather. I got a em- a text from Crown that my 30 days will be approaching soon and for me to call this number about, uh, benefits.

Speaker speaker_0: So you want to get enrolled into the health insurance offered through Crown?

Speaker speaker_1: Fine, I guess. What kind of health insurance is that and how much is it?

Speaker speaker_0: So they're all lim- uh, limited benefits plans. They're not PPO plans. That, what it means is the doctor and the member sends the claim to the insurance area and the carrier pays towards the claim up towards that dollar amount. And depending on the services rendered and it covers, the remainder of the claim will be your responsibility.

Speaker speaker_1: Oh, okay. So it's, it's not dental or vision or anything like that?

Speaker speaker_0: Yes, ma'am. So they do offer you those plans, but I was just saying, like, they're, they're limited benefits plans, they're not PPO plans.

Speaker speaker_1: Oh, okay. So it isn't like I have to take it, right?

Speaker speaker_0: No, ma'am. You can decline it.

Speaker speaker_1: Okay.

Speaker speaker_0: Crown does auto-enroll you guys into the plan, so if you wanted to decline it, I can decline it for you.

Speaker speaker_1: Yeah, no. Decline it because, um, I have other insurance, so I'll just decline that insurance.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: 8149.

Speaker speaker_0: First name?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Your first name, ma'am?

Speaker speaker_1: Virginia.

Speaker speaker_0: Last name?

Speaker speaker_1: Prather.

Speaker speaker_0: All right. For security purposes, could you verify your address and date of birth for me?

Speaker speaker_1: 4870 Wilford Road, Petersburg, Kentucky. Date of birth is 3/5/59.

Speaker speaker_0: Thank you. I, I got that declined for you, Miss Virginia. Was there anything else I can help you with today?

Speaker speaker_1: No, honey. Thank you very much.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: All right, bye.

Speaker speaker_0: Bye.