

Transcript: Pamela

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Full Transcript

Thank you for calling Medical Assistance. How may I help you? Hi. I've called a couple times now. Uh, my name's Leland Smith. Uh, I've been trying to figure out my insurance, because the staffing agency, uh, Crown, uh... Okay. May I have the last three digits of your Social Security- 8744. ... so I can put up your account? 8744. And you said Crown, right? Yes. Your first and last name, you said, sir? Leland Smith. Give me one second. Crown. All right, sir. Can we verify your complete address and date of birth just for security reasons to make sure we are in check of our files? Oh. Yeah. 11009 Highway 764, Whitesville, Kentucky, 42378 and PIN 24, 2002. All right. So we have the telephone number 270-315-4433, and your email is LS97649922@gmail.com. Correct. All right. So what is it that you need help with? Okay, so originally my insurance was supposed to be employee plus spouse. Okay. And they... I guess they didn't file the right paperwork, and it was, uh... They just did a auto enrollment for just me, but I need my wife to have insurance. And have you contact, um, Crown and h- have they submitted you forms? Uh, that's what I'm calling about. I need to know exactly what forms they need to do that. Okay. So the enrollment form they should have on their end where you fill out this, uh, what the type of benefits you want and who you want, uh, in their, in your benefits. So that's a form that they have to provide you. Okay. And after you fill it out, they should have sent it to us being processed so to process your information. Okay. And so that's what they needed to do when you... Do you remember filling it out? Yeah, I remember filling it out. But I guess either they never sent it to you, or they never got it through the email or something like that, and they just auto enrolled me into an insurance plan 'cause that's what they do with all their employees. Yes. So... So, um, let them know that you need that from whenever you started working and, and fill, fill it out i- and to see how can... And after we get that information, then they will figure out how to help you through, put your spouse in the benefits, because your open enrollment period it seems like already passed. But they need to send that to us in order for anything to be done. So, uh, since my open enrollment's already passed and everything, which it might not ha-... It, it might not, uh, 'cause it's typically 60 days ain't it? It's 30 days from your first paycheck. Oh, okay. Never mind then. Uh, if open enrollment has already passed, would I be able to get that changed or... Um, uh, you will have to wait for company open enrollment, but since you're saying that you recall, um, enrolling when you got the job, maybe they have that information. It could be sent out to us and then, um, back office will go over it, and they will decide if you are- Okay. ... eligible to make the changes or not. All righty. All right. Well, I'll, I'll see if I can get in touch with them again and see if I can't get this all figured out. No problem, sir. Yeah. And thank you. Anything else I can do for you, sir? No, that'll be all. All right. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Assistance. How may I help you?

Speaker speaker_1: Hi. I've called a couple times now. Uh, my name's Leland Smith. Uh, I've been trying to figure out my insurance, because the staffing agency, uh, Crown, uh...

Speaker speaker_0: Okay. May I have the last three digits of your Social Security-

Speaker speaker_1: 8744.

Speaker speaker_0: ... so I can put up your account?

Speaker speaker_1: 8744.

Speaker speaker_0: And you said Crown, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Your first and last name, you said, sir?

Speaker speaker_1: Leland Smith.

Speaker speaker_0: Give me one second. Crown. All right, sir. Can we verify your complete address and date of birth just for security reasons to make sure we are in check of our files?

Speaker speaker_1: Oh. Yeah. 11009 Highway 764, Whitesville, Kentucky, 42378 and PIN 24, 2002.

Speaker speaker_0: All right. So we have the telephone number 270-315-4433, and your email is LS97649922@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. So what is it that you need help with?

Speaker speaker_1: Okay, so originally my insurance was supposed to be employee plus spouse.

Speaker speaker_0: Okay.

Speaker speaker_1: And they... I guess they didn't file the right paperwork, and it was, uh... They just did a auto enrollment for just me, but I need my wife to have insurance.

Speaker speaker_0: And have you contact, um, Crown and h- have they submitted you forms?

Speaker speaker_1: Uh, that's what I'm calling about. I need to know exactly what forms they need to do that.

Speaker speaker_0: Okay. So the enrollment form they should have on their end where you fill out this, uh, what the type of benefits you want and who you want, uh, in their, in your benefits. So that's a form that they have to provide you.

Speaker speaker_1: Okay.

Speaker speaker_0: And after you fill it out, they should have sent it to us being processed so to process your information.

Speaker speaker_1: Okay.

Speaker speaker_0: And so that's what they needed to do when you... Do you remember filling it out?

Speaker speaker_1: Yeah, I remember filling it out. But I guess either they never sent it to you, or they never got it through the email or something like that, and they just auto enrolled me into an insurance plan 'cause that's what they do with all their employees.

Speaker speaker_0: Yes.

Speaker speaker_1: So...

Speaker speaker_0: So, um, let them know that you need that from whenever you started working and, and fill, fill it out i- and to see how can... And after we get that information, then they will figure out how to help you through, put your spouse in the benefits, because your open enrollment period it seems like already passed. But they need to send that to us in order for anything to be done.

Speaker speaker_1: So, uh, since my open enrollment's already passed and everything, which it might not ha-... It, it might not, uh, 'cause it's typically 60 days ain't it?

Speaker speaker_0: It's 30 days from your first paycheck.

Speaker speaker_1: Oh, okay. Never mind then. Uh, if open enrollment has already passed, would I be able to get that changed or...

Speaker speaker_0: Um, uh, you will have to wait for company open enrollment, but since you're saying that you recall, um, enrolling when you got the job, maybe they have that information. It could be sent out to us and then, um, back office will go over it, and they will decide if you are-

Speaker speaker_1: Okay.

Speaker speaker_0: ... eligible to make the changes or not.

Speaker speaker_1: All righty.

Speaker speaker_0: All right.

Speaker speaker_1: Well, I'll, I'll see if I can get in touch with them again and see if I can't get this all figured out.

Speaker speaker_0: No problem, sir. Yeah.

Speaker speaker_1: And thank you.

Speaker speaker_0: Anything else I can do for you, sir?

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.