

Transcript: Pamela

Blanc-5027819729928192-5955481126256640

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits This is Pamela speaking. How may I help you? Yeah, I got a, uh, text through my employer to, uh, check this number out, uh, for setting up my, uh, benefits, and I was just- Mm-hmm. ... looking to do that. So who do you work for? Uh, Crown Services. May I have the last four digits of your Social, please? 6240. ... 40. Your first and last name- Yep. ... sir? Brian Kerry. Mr. Kerry, for security reasons, and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Yeah. My date of birth is April 8th, 1984, and my address is 5465 Country Hearth Lane, Grand Blanc, Michigan 48439. Thank you for the information. We have a phone number on file, um, 810-441-3125. Yep, that's me. Okay. And have you... Okay, so I see that you've been auto-enrolled in the Stay Healthy plan that they offer. Okay. And you receive a card. Yeah, I do have a, uh, card of s- uh, I just didn't know what it was all would cover. Okay. So I was also looking to call and check on that. Oh, okay. All right. So also, Crown is on open enrollment at this time. They... If you want to make changes, this will be the good time. I- Okay. ... I could send you, um, an email with the benefit guide, and so the email we have on file which is E-E-Y-O-R-E 5040@Yahoo.com. There are- Yeah, that's me. Okay. There will be all the prices and what they offer, as well, uh, information of the plan, um, that you already have, which is the Stay Healthy plan. It's only a preventive care plan. What it means is that, uh, the insurance is gonna cover your preventive care. You are responsible to pay for the doctor's visit. The insurance gonna cover the actual procedures, like taking your blood sugar, diabetes, that type of preventive care. And, um, let's see. And you have to use a participating provider in order for the procedures to be covered 100%. Right. Also, they inc- a, mm, prescription plan. Like, you will need to a- um, register online in order to be able to use it. Okay. Yeah. So I will go ahead and email you the benefit guide, and also, I will email you the instruction on how to enroll or register online for your prescription plan. Oh, okay. I should've known everything's online nowadays. Yep. Well, you could enroll with, I mean, and over the phone or make changes with us if that makes it easier for you. But when it comes to the prescription plan, you need to, uh, register online. Okay. If I gotta go online, I'll just get it all there. Okay. Okay. So I'm gonna go ahead and send you the information. Check your spam and junk mail, it might go there. Okay. Thank you so much. All right. Thank you for giving us a call. Have a great rest of the day, sir.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah, I got a, uh, text through my employer to, uh, check this number out, uh, for setting up my, uh, benefits, and I was just-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... looking to do that.

Speaker speaker_1: So who do you work for?

Speaker speaker_2: Uh, Crown Services.

Speaker speaker_1: May I have the last four digits of your Social, please?

Speaker speaker_2: 6240.

Speaker speaker_1: ... 40. Your first and last name-

Speaker speaker_2: Yep.

Speaker speaker_1: ... sir?

Speaker speaker_2: Brian Kerry.

Speaker speaker_1: Mr. Kerry, for security reasons, and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_2: Yeah. My date of birth is April 8th, 1984, and my address is 5465 Country Hearth Lane, Grand Blanc, Michigan 48439.

Speaker speaker_1: Thank you for the information. We have a phone number on file, um, 810-441-3125.

Speaker speaker_2: Yep, that's me.

Speaker speaker_1: Okay. And have you... Okay, so I see that you've been auto-enrolled in the Stay Healthy plan that they offer.

Speaker speaker_2: Okay.

Speaker speaker_1: And you receive a card.

Speaker speaker_2: Yeah, I do have a, uh, card of s- uh, I just didn't know what it was all would cover.

Speaker speaker_1: Okay.

Speaker speaker_2: So I was also looking to call and check on that.

Speaker speaker_1: Oh, okay. All right. So also, Crown is on open enrollment at this time. They... If you want to make changes, this will be the good time. I-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I could send you, um, an email with the benefit guide, and so the email we have on file which is E-E-Y-O-R-E 5040@Yahoo.com. There are-

Speaker speaker_2: Yeah, that's me.

Speaker speaker_1: Okay. There will be all the prices and what they offer, as well, uh, information of the plan, um, that you already have, which is the Stay Healthy plan. It's only a preventive care plan. What it means is that, uh, the insurance is gonna cover your preventive care. You are responsible to pay for the doctor's visit. The insurance gonna cover the actual procedures, like taking your blood sugar, diabetes, that type of preventive care. And, um, let's see. And you have to use a participating provider in order for the procedures to be covered 100%.

Speaker speaker_2: Right.

Speaker speaker_1: Also, they inc- a, mm, prescription plan. Like, you will need to a- um, register online in order to be able to use it.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. So I will go ahead and email you the benefit guide, and also, I will email you the instruction on how to enroll or register online for your prescription plan.

Speaker speaker_2: Oh, okay. I should've known everything's online nowadays. Yep.

Speaker speaker_1: Well, you could enroll with, I mean, and over the phone or make changes with us if that makes it easier for you. But when it comes to the prescription plan, you need to, uh, register online.

Speaker speaker_2: Okay. If I gotta go online, I'll just get it all there.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: So I'm gonna go ahead and send you the information. Check your spam and junk mail, it might go there.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day, sir.