

Transcript: Sara

Marulanda-5941750078062592-4600426473144320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Card. My name is Sarah. May I have your name, please? Uh, my name is Harold Scott. Hello, Mr. Scott. How may I help you? Uh, yes. I was, uh, looking over the, um... Well, first of all, could you look and see when do I have to have this done by? They gave me a date, ma'am, and I, I'm not sure what the date was they told me I needed to have this done by. Okay. What company are you working with? Uh, I'm working with, uh- What is that company? ... Crown Staffing. Okay. And may I have the last four of your Social? 7546. Thank you very much. And Mr. Scott, just for security purposes, can you please verify your address and date of birth? My address is 6420 Elm Avenue, and my date of birth is 7/5/67. And is your email HPapaScott@gmail.com? Yes. Yes, ma'am. Yes, ma'am. And is, and is your phone number 816-935-8826? Yes, ma'am. Okay, sir. Thank you very much. Okay. Your company open enrollment period will last until January the, the 3rd. January the 3rd? Yes, sir. Okay. Okay. Then, ma'am, I got- That's the last day you have to enroll. Okay. Uh, I got, uh, one more question for you, ma'am. Uh, when they had- Sure. ... when they had sent that to me, and when I was opening it up, and, uh, I was at work. And I just kinda skimmed through it real quick, and I still haven't really sat down and read it all. But what... It was saying something like, um, like this is not an insurance? How do I go s- This is not a major medical insurance. Okay. So, uh, I mean, will I be able to go back to my regular doctor? I mean, will... How, how, how- Okay. This is how that works. Okay. If you, if you decide to enroll on any of the VIPs, which are two- Yes. ... they're gonna cover a flat fee. They're not gonna cover the percentage after a deductible. The... Let me give you an example. Like if you're going to the emergency room. VIP standard is gonna cover, uh, well both are \$50 per day two times per year. Like any difference between what the insurance covers and the final bill, that's gonna be the responsibility. You know what I mean with that? Did you understand that? Okay. So, so, okay, just say... Okay, so if I go to my regular doctor, will I have a copay, or how, how is that gonna work? Hmm. Okay. This one does not work with copay. Like for doctor visits or physician's office visit, the insurance is gonna cover \$50 per day up to four times per year. Any difference... Let's pretend, or let's pretend that your doctor charge \$80 per visit. So, the insurance is gonna cover \$50, and you're gonna cover the difference. Okay. In my... On this is gonna be \$30. I don't know how much your doctor cover. I mean, charged. But that's how that work for doctor visitation. Okay. For Urgent Care facility, the same. They cover \$50 per day up to four times. And with the VIP plans, there is another plan called Stay Healthy MEC Enhance. That one works with copay, like \$10 copay per visit, four visits per year for doctor, uh, primary care visits. For a specialist, \$50 copay per visit four times per year. Uh, for Urgent Care visits, \$60 a copay and four visits per year. That plan will include a preventive care as well. Uh, that plan will cost you \$42.76 for m- for with... The VIPs are gonna be 15, no, \$17.07. And the

classic is gonna be \$18.86. Okay. So they have many different prices and amounts of coverage. Okay. Have you received your benefit guide already? Yes. Oh, okay. So- And I just, I just need to go over it. And I just... It was... When I read that, and when I read that first part there, and it said that, uh, this is not an insurance, and I'm like, whoa, what am I, what, what is it then? You know. I'm, I don't... You know, I need, I need insurance. I mean- Okay. ... I need, I need uh- This is the plan, this is the plan that will help you cover some of the doctor expenses. Okay. But it's not a major medical insurance, you know. Okay. The majors are the ones who work with deductible and percentage, blah, blah. But have you received- Okay. So once, so once, so if... Okay. So once I, once I go ahead and apply, do I get a card? Yeah. Do I get a, a benefit card or something? Yes. Your coverage- Okay. ... will become active by... Okay, let me tell you when. Give me just a minute, please. I'm sorry, my system is super, extremely slow today. I have no idea why. But it's taking forever to do anything. I'm sorry about that. Ah, that's no problem, ma'am. Okay. We got Crown Services. Okay. Your coverage is gonna become active on January the 6th, and you're gonna receive your ID cards by the end of that same week. Okay. Okay. All right. All right. Okay. Let me, uh, let me get off work here and go home and sit down, and, and look over it again. Sure. Just review the information- Mm-hmm. ... and give us a call once you know what you would like to enroll at- Okay. ... or if you have any other questions. Mm-mm. Okay. Thank you, ma'am. Yeah. I'll be getting back with you guys in the next few days. Sure. Mr. Scott, we're gonna be here- Okay. ... Monday through Friday, 8:00 to 6:00. 8:00 to 8:00. I'm sorry. Eastern Time. 8:00 to 8:00? Yes. Okay. Eastern Time other than the December the 24th and the p- and the 25th, on December 31, and January the 1st. The 1st. Okay. We're gonna be there, so- Okay. Okay. All right. All right. Thank you so much, ma'am. You're more than welcome. Mm-hmm. Have a wonderful day, sir. Yeah. You too, ma'am. Okay. Bye-bye. Thank you.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Card. My name is Sarah. May I have your name, please? Uh, my name is Harold Scott. Hello, Mr. Scott. How may I help you? Uh, yes. I was, uh, looking over the, um... Well, first of all, could you look and see when do I have to have this done by? They gave me a date, ma'am, and I, I'm not sure what the date was they told me I needed to have this done by. Okay. What company are you working with? Uh, I'm working with, uh- What is that company? ... Crown Staffing. Okay. And may I have the last four of your Social? 7546. Thank you very much. And Mr. Scott, just for security purposes, can you please verify your address and date of birth? My address is 6420 Elm Avenue, and my date of birth is 7/5/67. And is your email HPapaScott@gmail.com? Yes. Yes, ma'am. Yes, ma'am. And is, and is your phone number 816-935-8826? Yes, ma'am. Okay, sir. Thank you very much. Okay. Your company open enrollment period will last until January the, the 3rd. January the 3rd? Yes, sir. Okay. Okay. Then, ma'am, I got- That's the last day you have to enroll. Okay. Uh, I got, uh, one more question for you, ma'am. Uh, when they had- Sure. ... when they had sent that to me, and when I was opening it up, and, uh, I was at work. And I just kinda skimmed through it real quick, and I still haven't really sat down and read it all. But what... It was saying something like, um, like this is not an insurance? How do I go s- This is not a major medical

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