

Transcript: VICTORIA

Taylor-4838740971175936-6182593766572032

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? So, um, I believe I signed up for this insurance through Crown Staffing in Hopkinsville, Kentucky. Okay. And I'm trying to see, like, how do I go about the process of seeing if it'll cover for my orthodontist? Okay, uh, let me pull up your file. What's the last four of your Social? 8353. And your first and last name? Tamaya Tandy. How do you spell your last name? T-A-N-D-Y. Okay. You said it's Crown that you're with? Yes, ma'am. And the last four is 8353? Yes. Okay. Have you received your first check from them yet? No, ma'am. Okay. Um, I just don't have a file for you in the system. Yes, ma'am. Um, did you sign up for the dental coverage that they offer? Um, I, I don't know what I signed up. Like, they really didn't give me no information, they was like, they don't really have no information. I would have to, um, call y'all or something like that. But I, I can wait til I get my first check and see if they took out any dental or anything, or any insurance, and I can call back if that's what I need to do. Yeah. Yeah, I mean, if, did you fill out an enrollment form during the hiring process requesting this plan? Yes, ma'am. Yes, ma'am. Okay. And on that form, did you request- Yep. ... the dental? It didn't ask me nothing like that. She said, when I filled it out, I did accept for the insurance, so that's why I called. That you did accept it? Yes. Okay. She didn't say if it was medical or dental, but she said I did accept the insurance. Okay. 'Cause I know that Crown will automatically enroll you into one of the medical plans, but it doesn't provide coverage for dental in a way- Yeah, I, I really don't need the medical. I w- I was seeing if I could get dental and if the dental will cover my orthodontist. If not, then I don't need it. Okay. Yeah, so, again, they will automatically enroll you into one of the medical plans unless you opt out, so that might be what you accepted, but the dental plan that we offer does not cover, um, orthodontists. Okay, so- It's a very ... plan. Okay. So, um, you don't see nothing about me accepting medical eater, either? Yeah, I mean, you're not in our systems at all. Okay. And it's probably because you haven't received your first check. So, if you wanna- Okay, thank you. Yeah, you're welcome. If you want to decline coverage, I can make a file for you and opt you out. Okay, yeah. Okay. Um, let's see. How do you spell your first name? T-A-M-Y-A... Do you want somebody else to come in? Yeah. ... on the phone. Okay, so T-A-M-Y-A? Hello? Yes? Just making sure I spelled that correctly, it's T-A, M as in Mary, Y-A? Yes. Okay. And what is your full Social? 40665 8353. And date of birth? 06/27/2006. And, uh, mailing address. 616 Park Avenue, Apartment 6, Hopkinsville, Kentucky 4224... ... number I think ... I'm sorry, that was 422- 40. 40. Okay. And the phone number you're calling from, is that the best phone number for you? Yes, ma'am. Okay. And then lastly, what would be a good email? Tamaya, my first name, my last name, 6@gmail.com. Okay. And just to verify, you are wanting to decline the coverage? Yes. Okay. Give me just one second. ... And just so I can make a note- Hi. ... did you, when you filled out, um, that paperwork, accepting the

coverage? I believe I did, I don't really know, ma'am. Okay. All right. Well, I made your file and I'm gonna go ahead and decline the coverage and you should be good to go from here. Okay, thank you. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker_2: So, um, I believe I signed up for this insurance through Crown Staffing in Hopkinsville, Kentucky.

Speaker speaker_1: Okay.

Speaker speaker_2: And I'm trying to see, like, how do I go about the process of seeing if it'll cover for my orthodontist?

Speaker speaker_1: Okay, uh, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 8353.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Tamaya Tandy.

Speaker speaker_1: How do you spell your last name?

Speaker speaker_2: T-A-N-D-Y.

Speaker speaker_1: Okay. You said it's Crown that you're with?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And the last four is 8353?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Have you received your first check from them yet?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. Um, I just don't have a file for you in the system.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, did you sign up for the dental coverage that they offer?

Speaker speaker_2: Um, I, I don't know what I signed up. Like, they really didn't give me no information, they was like, they don't really have no information. I would have to, um, call y'all or something like that. But I, I can wait til I get my first check and see if they took out any

dental or anything, or any insurance, and I can call back if that's what I need to do.

Speaker speaker_3: Yeah.

Speaker speaker_1: Yeah, I mean, if, did you fill out an enrollment form during the hiring process requesting this plan?

Speaker speaker_2: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: Okay. And on that form, did you request-

Speaker speaker_2: Yep.

Speaker speaker_1: ... the dental?

Speaker speaker_2: It didn't ask me nothing like that. She said, when I filled it out, I did accept for the insurance, so that's why I called.

Speaker speaker_1: That you did accept it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: She didn't say if it was medical or dental, but she said I did accept the insurance.

Speaker speaker_1: Okay. 'Cause I know that Crown will automatically enroll you into one of the medical plans, but it doesn't provide coverage for dental in a way-

Speaker speaker_2: Yeah, I, I really don't need the medical. I w- I was seeing if I could get dental and if the dental will cover my orthodontist. If not, then I don't need it.

Speaker speaker_1: Okay. Yeah, so, again, they will automatically enroll you into one of the medical plans unless you opt out, so that might be what you accepted, but the dental plan that we offer does not cover, um, orthodontists.

Speaker speaker_2: Okay, so-

Speaker speaker_1: It's a very ... plan.

Speaker speaker_2: Okay. So, um, you don't see nothing about me accepting medical eater, either?

Speaker speaker_1: Yeah, I mean, you're not in our systems at all.

Speaker speaker_2: Okay.

Speaker speaker_1: And it's probably because you haven't received your first check. So, if you wanna-

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Yeah, you're welcome. If you want to decline coverage, I can make a file for you and opt you out.

Speaker speaker_2: Okay, yeah.

Speaker speaker_1: Okay. Um, let's see. How do you spell your first name?

Speaker speaker_2: T-A-M-Y-A... Do you want somebody else to come in?

Speaker speaker_3: Yeah. ... on the phone.

Speaker speaker_1: Okay, so T-A-M-Y-A? Hello?

Speaker speaker_2: Yes?

Speaker speaker_1: Just making sure I spelled that correctly, it's T-A, M as in Mary, Y-A?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what is your full Social?

Speaker speaker_2: 40665 8353.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 06/27/2006.

Speaker speaker_1: And, uh, mailing address.

Speaker speaker_2: 616 Park Avenue, Apartment 6, Hopkinsville, Kentucky 4224... ...

Speaker speaker_3: ... number I think ...

Speaker speaker_1: I'm sorry, that was 422-

Speaker speaker_2: 40.

Speaker speaker_1: 40. Okay. And the phone number you're calling from, is that the best phone number for you?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then lastly, what would be a good email?

Speaker speaker_2: Tamaya, my first name, my last name, 6@gmail.com.

Speaker speaker_1: Okay. And just to verify, you are wanting to decline the coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me just one second.

Speaker speaker_3: ...

Speaker speaker_1: And just so I can make a note-

Speaker speaker_2: Hi.

Speaker speaker_1: ... did you, when you filled out, um, that paperwork, accepting the coverage?

Speaker speaker_2: I believe I did, I don't really know, ma'am.

Speaker speaker_1: Okay. All right. Well, I made your file and I'm gonna go ahead and decline the coverage and you should be good to go from here.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.