

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? I was looking for getting coverage. All right. What's that... uh, what's the accident company do you work with? Crown. Crown Services. I'm sorry, Crown Services? Crown Services. Yeah. All right. And then last four of your Social? 6999. And your first and last name? Alana Cunningham. A-L-A-N-A Cunningham. All right, Ms. Cunningham, could you verify your address and date of birth for me please? Yeah. My birthday is 07/08/2000. And my address is 763 Derby Drive Hopkinsville, Kentucky 42240. Thank you. We have a phone number on file 859-553-4194, is that correct? Yes. Okay. All right. Taking a look at your file, I do see here it looks like you are currently automa- uh, currently enrolled into the Stay Healthy Plan, which is an automatic enrollment that was set up when you first started working for Crown. Um, but because it is open enrollment, you are allowed to enroll into other plans. Did you have an idea of, of, uh, what other plans you would like to enroll into, if at all? Um, I'm not sure at all. What was the plan that I was automatically enrolled in though? I was never explained that, um- Uh, that plan is called the Stay Healthy Tell RX Plan. It's a preventative care policy covering things like physicals, vaccines, cancer screenings and services such as that. Along with providing prescription coverage through a program called Free RX, uh, which, um, which if it's a covered medication under that Free RX program's formulary, then it is completely free out of pocket for you. Oh. Um, however, those- How do I... Oh. Sorry, go ahead. Sorry. I'm sorry. Go ahead. Uh, I was just going to say, however, those preventative services and that prescription coverage is all that that plan will cover. Any sort of like, uh, doctor's visits or hospital visits for sickness or injury are not covered by this plan, um- Okay. But you can, if you wish to do so, add on, uh, add on a medical plan that does cover that, uh, those kinds of services as well. Mm-hmm. Um, and then additionally, Crown offers, um, medical... So other than the medical, they also offer dental, vision, life insurance, short term disability, critical illness, accident coverage, behavioral health and identity protection. Mm-hmm. Um, how do I use the original plan that I was automatically enrolled in? Um, let's see here. Uh, you would just need to go to a participating provider, part of the network and, and just show them your ID card. Now, from what I see here, it looks like this policy has been in effect since, looks like March of 2023. Mm-hmm. So, um, at this point, if you had not received the ID card, it, or it may have been lost long ago. But what we can do for you is we can pull up a copy of the ID card and email it directly on over to you. Um- Yeah, that'd be awesome. Yeah. Can you confirm we have your email on file Alana261217@gmail.com? Yes, sir. All right. Uh, one moment here. Okay. Yeah, so we can go ahead and pull that, the copy of that ID card and email that directly on over to you. Um, this email copy will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder it might have gotten filtered there. Um, you should

be receiving this, uh, this copy in just a couple of minutes here. Okay. Um, and then as far as other policies available, if you would like, uh, open enrollment ends tomorrow. Mm-hmm. Um, so if you've, uh, if you would like, uh, some information on what plans are available, I can send you also an information packet that goes over all the plans that Crown offers. Um, lets you kind of see what all is available, how much is all going to come out of your check every week for the insurance premiums and all that kind of information to help you make that decision. You can kind of give that a read through- Yeah, that... Yeah, that'd be awesome. Okay. Yeah, you can give that a read through and then give us a call back. Um, we're here 8:00 AM to 8:00 PM Eastern, so any time during those hours today or tomorrow, you can call us back- Okay. ... to, uh, enroll in anything, okay? Okay. All right then, um, other than that, uh, was there anything else that I can help you with? No, thank you. All right. Well, if that's everything, thanks again for calling and you have a wonderful day. You too. Thank you so much. You're welcome. Bye now. 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 in a Card, this is Chris. How can I help you today?

Speaker speaker_2: I was looking for getting coverage.

Speaker speaker_1: All right. What's that... uh, what's the accident company do you work with?

Speaker speaker_2: Crown. Crown Services.

Speaker speaker_1: I'm sorry, Crown Services?

Speaker speaker_2: Crown Services. Yeah.

Speaker speaker_1: All right. And then last four of your Social?

Speaker speaker_2: 6999.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Alana Cunningham. A-L-A-N-A Cunningham.

Speaker speaker_1: All right, Ms. Cunningham, could you verify your address and date of birth for me please?

Speaker speaker_2: Yeah. My birthday is 07/08/2000. And my address is 763 Derby Drive Hopkinsville, Kentucky 42240.

Speaker speaker_1: Thank you. We have a phone number on file 859-553-4194, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. Taking a look at your file, I do see here it looks like you are currently automa- uh, currently enrolled into the Stay Healthy Plan, which is an automatic enrollment that was set up when you first started working for Crown. Um, but because it is open enrollment, you are allowed to enroll into other plans. Did you have an idea of, of, uh, what other plans you would like to enroll into, if at all?

Speaker speaker_2: Um, I'm not sure at all. What was the plan that I was automatically enrolled in though? I was never explained that, um-

Speaker speaker_1: Uh, that plan is called the Stay Healthy Tell RX Plan. It's a preventative care policy covering things like physicals, vaccines, cancer screenings and services such as that. Along with providing prescription coverage through a program called Free RX, uh, which, um, which if it's a covered medication under that Free RX program's formulary, then it is completely free out of pocket for you.

Speaker speaker_2: Oh.

Speaker speaker_1: Um, however, those-

Speaker speaker_2: How do I... Oh.

Speaker speaker_1: Sorry, go ahead.

Speaker speaker_2: Sorry. I'm sorry. Go ahead.

Speaker speaker_1: Uh, I was just going to say, however, those preventative services and that prescription coverage is all that that plan will cover. Any sort of like, uh, doctor's visits or hospital visits for sickness or injury are not covered by this plan, um-

Speaker speaker_2: Okay.

Speaker speaker_1: But you can, if you wish to do so, add on, uh, add on a medical plan that does cover that, uh, those kinds of services as well.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and then additionally, Crown offers, um, medical... So other than the medical, they also offer dental, vision, life insurance, short term disability, critical illness, accident coverage, behavioral health and identity protection.

Speaker speaker_2: Mm-hmm. Um, how do I use the original plan that I was automatically enrolled in?

Speaker speaker_1: Um, let's see here. Uh, you would just need to go to a participating provider, part of the network and, and just show them your ID card. Now, from what I see here, it looks like this policy has been in effect since, looks like March of 2023.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So, um, at this point, if you had not received the ID card, it, or it may have been lost long ago. But what we can do for you is we can pull up a copy of the ID card and email it directly on over to you. Um-

Speaker speaker_2: Yeah, that'd be awesome.

Speaker speaker_1: Yeah. Can you confirm we have your email on file Alana261217@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Uh, one moment here. Okay. Yeah, so we can go ahead and pull that, the copy of that ID card and email that directly on over to you. Um, this email copy will be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder it might have gotten filtered there. Um, you should be receiving this, uh, this copy in just a couple of minutes here.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then as far as other policies available, if you would like, uh, open enrollment ends tomorrow.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, so if you've, uh, if you would like, uh, some information on what plans are available, I can send you also an information packet that goes over all the plans that Crown offers. Um, lets you kind of see what all is available, how much is all going to come out of your check every week for the insurance premiums and all that kind of information to help you make that decision. You can kind of give that a read through-

Speaker speaker_2: Yeah, that... Yeah, that'd be awesome. Okay.

Speaker speaker_1: Yeah, you can give that a read through and then give us a call back. Um, we're here 8:00 AM to 8:00 PM Eastern, so any time during those hours today or tomorrow, you can call us back-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to, uh,

Speaker speaker_3: enroll in anything, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right then, um, other than that, uh, was there anything else that I can help you with?

Speaker speaker_2: No, thank you.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker_2: You too. Thank you so much.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye-bye.