Transcript: Chris Sofield (deactivated)-6339368162639872-5246987958960128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hey. How you doing, Chris? I've been working with Crown Staff for like three, four months now. Now I'm trying to see, like, what benefits I got, what insurance I have with them or anything. Okay. Uh, what's the last four of your Social? 9673. And your first and last name? Devante Green. All right, Mr. Green. Could you verify your address and date of birth, please? Address 7200 6th Drive, 31404. Date of birth, 09/04/96. Okay, uh, what was the city and state for your address, sir? Atlanta, Georgia. Thank you. And then we have a phone on file of 837-3798. Is that correct? Yes, sir. All right. Let's see here. Looking at your file, it looks like there's a pending enrollment set up, which is the automatic enrollment into the Stay Healthy TeleRX plan for preventative care services only. Um, but that's the only thi- that's the only thing going on as far as in... as far as coverage. Um, Crown is currently in open enrollment, allowing you to enroll into insurance benefits if you wish to do so. Um, did... were you looking to enroll into anything? Yeah. See I already thought, like, they had... they been taking it out my check, so I thought, like, I already had it. Well, that's, that's what I was saying. There's the pending enrollment. It looks like the first deduction for that happened, uh, this week. Looks like the coverage is set to become effective next Monday on the 9th, and that's for that preventative care plan. And so, I could go to the hospital with that, or my- Yeah. Is there insurance or anything? So it's preventative care services. So things like physicals, vaccines, cancer screenings and things like that. Those are covered at 100% as long as you follow the network. So, like, recently, I just been inside the ER and I tore my ligament. Does that, does that cover that? So the, the preventative care plan does not cover anything that's not preventative care. So if it's not, if it's not like a... like if it's... if you're sick or injured or anything like that, i- that plan wouldn't cover it. There are plans that would cover those kinds of services, but that's not the one that they automatically enrolled you into. Hmm. So can I have that policy number or anything? It's not available yet. Your polic- the policy is not effective until Monday. They don't start generating policy information until then. Oh, so I just have to call you back Monday pretty much? You, you can give us a call back Monday. We can check to see if the policy information's available then. Um, I do, I do know that it does take the actual insurance carrier up to 72 hours to generate policy information. So it may be better to give us a call back either Wednesday or Thursday. Oh, yeah. I don't got that long, but all right. Was there anything else? No, sir. All right. Thanks again for calling and have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey. How you doing, Chris? I've been working with Crown Staff for like three, four months now. Now I'm trying to see, like, what benefits I got, what insurance I have with them or anything.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 9673.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Devante Green.

Speaker speaker_1: All right, Mr. Green. Could you verify your address and date of birth, please?

Speaker speaker_2: Address 7200 6th Drive, 31404. Date of birth, 09/04/96.

Speaker speaker_1: Okay, uh, what was the city and state for your address, sir?

Speaker speaker_2: Atlanta, Georgia.

Speaker speaker_1: Thank you. And then we have a phone on file of 837-3798. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Let's see here. Looking at your file, it looks like there's a pending enrollment set up, which is the automatic enrollment into the Stay Healthy TeleRX plan for preventative care services only. Um, but that's the only thi- that's the only thing going on as far as in... as far as coverage. Um, Crown is currently in open enrollment, allowing you to enroll into insurance benefits if you wish to do so. Um, did... were you looking to enroll into anything?

Speaker speaker_2: Yeah. See I already thought, like, they had... they been taking it out my check, so I thought, like, I already had it.

Speaker speaker_1: Well, that's, that's what I was saying. There's the pending enrollment. It looks like the first deduction for that happened, uh, this week. Looks like the coverage is set to become effective next Monday on the 9th, and that's for that preventative care plan.

Speaker speaker_2: And so, I could go to the hospital with that, or my-

Speaker speaker_1: Yeah.

Speaker speaker_2: Is there insurance or anything?

Speaker speaker_1: So it's preventative care services. So things like physicals, vaccines, cancer screenings and things like that. Those are covered at 100% as long as you follow the

network.

Speaker speaker_2: So, like, recently, I just been inside the ER and I tore my ligament. Does that, does that cover that?

Speaker speaker_1: So the, the preventative care plan does not cover anything that's not preventative care. So if it's not, if it's not like a... like if it's... if you're sick or injured or anything like that, i- that plan wouldn't cover it. There are plans that would cover those kinds of services, but that's not the one that they automatically enrolled you into.

Speaker speaker_2: Hmm. So can I have that policy number or anything?

Speaker speaker_1: It's not available yet. Your polic- the policy is not effective until Monday. They don't start generating policy information until then.

Speaker speaker_2: Oh, so I just have to call you back Monday pretty much?

Speaker speaker_1: You, you can give us a call back Monday. We can check to see if the policy information's available then. Um, I do, I do know that it does take the actual insurance carrier up to 72 hours to generate policy information. So it may be better to give us a call back either Wednesday or Thursday.

Speaker speaker_2: Oh, yeah. I don't got that long, but all right.

Speaker speaker_1: Was there anything else?

Speaker speaker_2: No, sir.

Speaker speaker_1: All right. Thanks again for calling and have a good day.