

Transcript: Estefania

Acevedo-5453514762305536-5929231849570304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, I got a text saying I would be opted in for insurance. What does that mean? So we're the healthcare administrators for staff and agencies. If you're currently working with a staff and agency to start working with them, um, that means that you're in your personal open enrollment period and will qualify to be eligible for additional benefits. But by the sounds of it, the one that you work for is one of the ones that auto-enrolls their members into a plan. Um, we are the healthcare administrators for different agencies. Which one's the one you work for? What's the name? Crown. Crown? I don't think so, yeah. Okay. So Crown does auto-enroll their members into, um, a preventative plan called the MUC TeleRx. That plan will cover, like, one physical visit a year, some immunizations, some cancer/STD screenings, um, even some counseling. But it's only a preventative plan, so it won't cover any doctor visits that you get to, hospital visits, urgent care, emergency room, or surgeries. Um, would you like to opt out, or do you- Yes. ... want it auto-enrolled? Yes, I want it to opt in. Okay. Yeah. Yeah. What are the last four of your Social? 5360. And then for security purposes, I would need you to verify your address as well as your date of birth. Um, 5940 Folsom-Jonesville Road, Dry Ridge, Kentucky 41035. My birthdate's 7/11/77. Okay. Is your phone number still the 859-910-7722? Yes, it is. Okay. And then I have your first last name, 00 at gmail.com Is that still a up-to-date email address? Yes, it is. Sorry, my name is Betty Brins. Okay. I don't even think I told you. It's okay. Um, and I went ahead and opted you out. Um, so just for the fact that the call's been recorded, you stated that you wanted to opt out from receiving any benefits through Crown Services. Is that correct? That is correct. Okay. I went ahead and proceeded with your declination. You have been opted out. Um, can I ask a question? And then, um, you might continue to receive those messages, so I would disregard them. Because all of the new hires for Crown are gonna receive that. Okay. All right? And I don't plan on staying there long, so I will. Okay. Yeah, I went ahead and opted you out. Yeah, just till the first of the year, so. All right. Well, I hope you have a great day. Thank you for your time. Thank you You're welcome. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, I got a text saying I would be opted in for insurance. What does that mean?

Speaker speaker_0: So we're the healthcare administrators for staff and agencies. If you're currently working with a staff and agency to start working with them, um, that means that you're in your personal open enrollment period and will qualify to be eligible for additional benefits. But by the sounds of it, the one that you work for is one of the ones that auto-enrolls their members into a plan. Um, we are the healthcare administrators for different agencies. Which one's the one you work for? What's the name?

Speaker speaker_1: Crown.

Speaker speaker_0: Crown?

Speaker speaker_1: I don't

Speaker speaker_2: Think so, yeah.

Speaker speaker_0: Okay. So Crown does auto-enroll their members into, um, a preventative plan called the MUC TeleRx. That plan will cover, like, one physical visit a year, some immunizations, some cancer/STD screenings, um, even some counseling. But it's only a preventative plan, so it won't cover any doctor visits that you get to, hospital visits, urgent care, emergency room, or surgeries. Um, would you like to opt out, or do you-

Speaker speaker_1: Yes.

Speaker speaker_0: ... want it auto-enrolled?

Speaker speaker_1: Yes, I want it to opt in.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 5360.

Speaker speaker_0: And then for security purposes, I would need you to verify your address as well as your date of birth.

Speaker speaker_1: Um, 5940 Folsom-Jonesville Road, Dry Ridge, Kentucky 41035. My birthdate's 7/11/77.

Speaker speaker_0: Okay. Is your phone number still the 859-910-7722?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay. And then I have your first last name, 00 at gmail.com Is that still a up-to-date email address?

Speaker speaker_1: Yes, it is. Sorry, my name is Betty Brins.

Speaker speaker_0: Okay.

Speaker speaker_1: I don't even think I told you.

Speaker speaker_0: It's okay. Um, and I went ahead and opted you out. Um, so just for the fact that the call's been recorded, you stated that you wanted to opt out from receiving any benefits through Crown Services. Is that correct?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. I went ahead and proceeded with your declination. You have been opted out.

Speaker speaker_1: Um, can I ask a question?

Speaker speaker_0: And then, um, you might continue to receive those messages, so I would disregard them. Because all of the new hires for Crown are gonna receive that.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: And I don't plan on staying there long, so I will.

Speaker speaker_0: Okay. Yeah, I went ahead and opted you out.

Speaker speaker_1: Yeah, just till the first of the year, so.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: Thank you

Speaker speaker_2: You're welcome.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Bye-bye.