

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, um, I just recently started through Crown and I was wanting to see about the benefits y'all offer. Okay. Um, let me get the last four digits of your Social so I can pull up your file. 5821. 5821. Your first and last name, ma'am? Amanda Buchanan. B-U-C-H-A-N-A-N. Okay. We have the file. Amanda, right? Miss Amanda? Yes. For our security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth. 230 Homewood Boulevard, Glasgow, Kentucky 42141. Date of birth, October 15th, 1976. Thank you for the information. We have a telephone on file, 270-670-4862. Yes. And you email as amanda@lastnamebuchanan76.com. Yes, that's it. All right. ... Here. Ahem, you haven't seen the benefit guide at all? Um, no. All right. So they offer a couple of medical plans plus, plus the options. I don't know if you're aware that these are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. Um, for example, they have this two plan called BAP Standard and BAP Classic. Let's say if you decide to go to the doctor's office, the insurance going to cover \$50 towards the visit and you'll have four visits per year. If you would like- Okay. ... um, looking at, I could email you a complete guide with all the benefits and, uh, prices. You could see which one would be the best for you. Like they have- Okay. ... the Stay Healthy plan and some other plans there. Like I said, um, the amount that you're going to see in the benefit guide, that's the amount that the insurance going to cover for the plans that are listed there. Um, not the plan, um, the procedures and the pla- the benefits. And if you decide to enroll, you will give us a call back and we'll go ahead and enroll you over the phone or you could do it o- online. Okay, because I was wanting to see, um, about getting some kind of plan on my daughter and myself. Mm-hmm. Would I be able to add her to that or... Okay. Yes, ma'am. Yes, ma'am. Um, you could add her until she turns 25. Okay. Or 26. Yeah, you can just send that to me and, um, I'll look through it and then if I decide or whatever, then I can just probably do it online. If not, I can call you back. Yes, ma'am. We're here from 8:00 AM- All right. ... to 8:00 PM Central Time, Monday through Friday. Check your spam and junk mail in my... go there. Okay. It's coming in from Info@Benefitsinacard. Okay. All right. Anything else I can do for you? No, that'll be all, hon. All right, thank you for giving us a call today. Have a pleasant afternoon. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, um, I just recently started through Crown and I was wanting to see about the benefits y'all offer.

Speaker speaker_0: Okay. Um, let me get the last four digits of your Social so I can pull up your file.

Speaker speaker_1: 5821.

Speaker speaker_0: 5821. Your first and last name, ma'am?

Speaker speaker_1: Amanda Buchanan. B-U-C-H-A-N-A-N.

Speaker speaker_0: Okay. We have the file. Amanda, right? Miss Amanda?

Speaker speaker_1: Yes.

Speaker speaker_0: For our security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 230 Homewood Boulevard, Glasgow, Kentucky 42141. Date of birth, October 15th, 1976.

Speaker speaker_0: Thank you for the information. We have a telephone on file, 270-670-4862.

Speaker speaker_1: Yes.

Speaker speaker_0: And you email as amanda@lastnamebuchanan76.com.

Speaker speaker_1: Yes, that's it.

Speaker speaker_0: All right. ... Here. Ahem, you haven't seen the benefit guide at all?

Speaker speaker_1: Um, no.

Speaker speaker_0: All right. So they offer a couple of medical plans plus, plus the options. I don't know if you're aware that these are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. Um, for example, they have this two plan called BAP Standard and BAP Classic. Let's say if you decide to go to the doctor's office, the insurance going to cover \$50 towards the visit and you'll have four visits per year. If you would like-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, looking at, I could email you a complete guide with all the benefits and, uh, prices. You could see which one would be the best for you. Like they have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the Stay Healthy plan and some other plans there. Like I said, um, the amount that you're going to see in the benefit guide, that's the amount that the insurance going to cover for the plans that are listed there. Um, not the plan, um, the procedures and the pla- the benefits. And if you decide to enroll, you will give us a call back and we'll go ahead

and enroll you over the phone or you could do it o- online.

Speaker speaker_1: Okay, because I was wanting to see, um, about getting some kind of plan on my daughter and myself.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Would I be able to add her to that or... Okay.

Speaker speaker_0: Yes, ma'am. Yes, ma'am. Um, you could add her until she turns 25.

Speaker speaker_1: Okay.

Speaker speaker_0: Or 26.

Speaker speaker_1: Yeah, you can just send that to me and, um, I'll look through it and then if I decide or whatever, then I can just probably do it online. If not, I can call you back.

Speaker speaker_0: Yes, ma'am. We're here from 8:00 AM-

Speaker speaker_1: All right.

Speaker speaker_0: ... to 8:00 PM Central Time, Monday through Friday. Check your spam and junk mail in my... go there.

Speaker speaker_1: Okay.

Speaker speaker_0: It's coming in from Info@Benefitsinacard.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I can do for you?

Speaker speaker_1: No, that'll be all, hon.

Speaker speaker_0: All right, thank you for giving us a call today. Have a pleasant afternoon.

Speaker speaker_1: You too. Thank you.