

Transcript: Estefania

Acevedo-4991992154079232-4710346746019840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Your Cart. My name is Stephanie. How can I assist you? Hi. How are you doing? Um, so I, I'm confused really. I work for Petstron out here in, uh, Augusta, Georgia and the, they sent a email out saying that if we wanted to change the benefits, first they said download the forms and fill it out. Um, I filled it out and I sent to them, but I don't know if they got it. Then in the letter it says, uh, you can... They told me to call this number and I could tell you, uh, you know, what I don't want anymore and- Mm-hmm. ... uh, I have till the 30th to, uh, to make these changes. So then I'm just following the instructions in the, uh, email that, uh, the, the, the boss sent out, HR sent out. Okay. So if you want, I can help you, um, since we are the healthcare administrators. We, we can deal with all of like the benefits side- Yeah. ... of it. Um, so what staff and agency do you work for so I can get in your file? Uh, MAU. And then what is the last four of your Social? Uh, 2606. Okay. Thank you. Um, for security purposes, could you please verify your full address as well as your date of birth for me? 3630 Petrosia Road, Augusta, Georgia, Apartment 1026. Um, date of birth, 4-27-1998. Okay. And then what was that city? Augusta, Georgia 30906. Okay. Thank you. And then I didn't catch your date of birth. 4-27-1998. Okay. Um, so they have a different date of birth on file. Uh, due to that, I do need you to verify your full Social. 658032606. They probably have a different date of birth because when I signed up, I completed the... I think this is the form that, one of the forms I put the date of birth on wrong. So they connect, they correct it in the system, but on the form it's not correct. So that's probably why you see that. Gotcha. Yeah, they had, um... It was only a day off. They have the 26th- Right. ... and the 27th. But in real life I'm going on 4-27. Yeah, 4-27 is my date of birth. Uh, but I, 658032606 is my Social. Okay. Yeah. I fixed it. And then I have 706-373-1881. It is. Is that *****? Yep. That's my phone number- Beautiful. ... 881. Yes, ma'am. I'm calling from that now. Do you want me to add a secondary? No. Uh-uh. No. I don't have one. Uh-uh. And then I have, I have Q-U-I-T-A-T-Y-L-E-R- Uh-huh. ... 0-0-0@gwebineer.com. Yes, ma'am. Yes, that is my email. Okay. So let me see. So right now you're within a company open enrollment, meaning that you could either take plans off or add plans. Um- Yeah, we want to take some plans off. That's, that was the whole point. Like I told them, because they sent the emails to me late. They sup- they said I'm supposed to got it in December. Ma'am, I didn't get one email from December and so what they did, I'm glad that I was able to reach out to them. They gave me, they, they gave me the same, uh, information that you're giving me now. They told me I have until the 30th or the 31st of January. Yeah, till the 31st. That would be the last day to add any new plans or take plans off there within the Section 125. Okay. So it looks like you had group accident, dental, critical illness and term life. Yeah. And then they made some changes and you will have like a, a new coverage of group accident and vision only for \$4.19. No. No. They didn't do that. I, they probably got that for me

when I emailed it in. I emailed the form to them, uh, with... But that's, like I said, I only want the, like I said, I do not want the dental anymore. I don't need it. And, uh, it's supposed to be life and critical il- illness only. It's not supposed to be any vision. Um, it's supposed to be life and critical illness only. Okay. And that's- So you want me to change it to critical illness and the term life only? 'Cause, um- Well, let me just ask you a question. Do you know about these policies? Like, do you know about these... 'Cause, 'cause I'm, I'm very confused with like the life. I mean, they told us about it, true enough. Mm-hmm. Um, but like do you know anything- So- ... about them? Like, 'cause I need to make sure- Yeah. ... that I keep the right one and don't get rid of the wrong one. So if you want, I can just go over the, the plans just so that you're sure what you want to keep or what you want to take off. Yeah. 'Cause with that- Well, I know, I know for sure that I want life. Okay. And basically, um, I do not want the vision. I know I don't want the vision. Um, but no, you don't, you don't have to go over it 'cause they already did. I just- Oh, okay. ... I'm just in a place right now, like I said, I, they're, they're already doing the taxes and stuff out the check and we already don't get big enough checks because some days, well, you know, true enough, we, we might work a Friday sometime or Saturday morning, cool. But, uh, things have changed. Like right now we've been out of work three weeks and we don't go back till..... uh, the 13th, due to the s- you know, they had it shut down, so, um- Okay. And unemployment, none of that, none of that has come. We s- like, we're, we have families. You know what I'm saying? So- Yeah. Um, but what I, what I wanna do is, um, I do wanna keep the life and the critical illness only. The dental can go, and every, I, I, I don't want anything else but those two right there. Okay. So, you wanna get rid of the dental. You wanna keep the life. You... What about the critical illness? Did you wanna leave that? That's \$2.50. Yes. Pl- yes. Just keep the critical illness, um- Get rid? That's fine. I put... Yeah, I'm good on everything else, because I have, I have, uh, like I said, um, I had insur- I had insurance through my, when I worked at the hospital- Mm-hmm. ... with the same policy, so I don't... I think one of them's, um, I'm still paying for it, and it's not life or critical illness, so I don't wanna pay for something over there that I'm paying for. You know what I'm saying? So- Yeah. Okay. I, I- Do you want... And get rid of group accident also as well, right? Yeah. That was... Okay. So, so far, I have term life for employee and child for \$2.54, and then the critical illness for employee and child for \$2.83. Did you still wanna keep it at that level of the coverage for employee or child, or did you wanna change it to employee only? What, what, what, what, what that mean, like, employee or child? Yeah, you can keep the employee and child. You keep that right there. Okay. Yes. Okay, so your new total would be a weekly deduction of \$5.37. Okay? That sounds, that sounds good. So you're... Just keep in mind that it does take seven to ten days for the cancellations to process, so you still may experience the same deduction, um, you might still see- It's o- ... the same deduction for one or two weeks, but nothing passing two deductions, 'cause it does take a few days for that to process. Yeah, that's okay. But, like I said, I, I, I was glad I could call and get it handled. Uh, is there anything that you will send me? Um... Uh, like a, like, like a, something saying I made these changes, or I, I don't get that? Uh, do you need... I think you can enrollment confirm. Let me verify. Give me one second. Okay. All right. Thank you for your hold. Um, do I still have you on the line? Yes. Okay. So, I'll send you a confirmation of coverage. It should take like 24 to 48 hours for you to receive that though. Is that a good email to send it to? Yes, ma'am. That's correct, the same one that you mentioned earlier. Yes, ma'am. Okay. And then I just wanna confirm with you, I do have critical illness with employee plus child and term life for employee plus child.

And then, um, it's for... Is it Khylie? K-H-Y-L-I-E? Who? Is that the... Is that the child's name? Khylie. K-H-Y- Khylie. ... L-I-E. Powell? Khylie Powell, that's correct. All right. Well, those changes have been made. Um, so just keep in mind, it does take seven to 10 days for any changes to process, so you still may experience one or two deductions with a total of 1773. But once you see the new deduction- Okay. ... of the 537, that's when your coverage- Oh. ... your new coverage starts and stuff at. All right. Well, thank you, and I appreciate you. I just like wanted to get it done. That's it. Okay. And then just in case, let's say you change your mind and you wanna add something in later on, you have till the 31st of January to do it. And we're open from 8:00 AM up until 8:00 PM Eastern Time, okay? Gotcha. All right. Correct. All right. Well, I hope you have a great day today. You too. Thank you so much. 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 Your Cart. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. How are you doing? Um, so I, I'm confused really. I work for Petstron out here in, uh, Augusta, Georgia and the, they sent a email out saying that if we wanted to change the benefits, first they said download the forms and fill it out. Um, I filled it out and I sent to them, but I don't know if they got it. Then in the letter it says, uh, you can... They told me to call this number and I could tell you, uh, you know, what I don't want anymore and-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... uh, I have till the 30th to, uh, to make these changes. So then I'm just following the instructions in the, uh, email that, uh, the, the boss sent out, HR sent out.

Speaker speaker_0: Okay. So if you want, I can help you, um, since we are the healthcare administrators. We, we can deal with all of like the benefits side-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... of it. Um, so what staff and agency do you work for so I can get in your file?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And then what is the last four of your Social?

Speaker speaker_1: Uh, 2606.

Speaker speaker_0: Okay. Thank you. Um, for security purposes, could you please verify your full address as well as your date of birth for me?

Speaker speaker_1: 3630 Petrosia Road, Augusta, Georgia, Apartment 1026. Um, date of birth, 4-27-1998.

Speaker speaker_0: Okay. And then what was that city?

Speaker speaker_1: Augusta, Georgia 30906.

Speaker speaker_0: Okay. Thank you. And then I didn't catch your date of birth.

Speaker speaker_1: 4-27-1998.

Speaker speaker_0: Okay. Um, so they have a different date of birth on file. Uh, due to that, I do need you to verify your full Social.

Speaker speaker_1: 658032606. They probably have a different date of birth because when I signed up, I completed the... I think this is the form that, one of the forms I put the date of birth on wrong. So they connect, they correct it in the system, but on the form it's not correct. So that's probably why you see that.

Speaker speaker_0: Gotcha. Yeah, they had, um... It was only a day off. They have the 26th-

Speaker speaker_1: Right.

Speaker speaker_0: ... and the 27th.

Speaker speaker_1: But in real life I'm going on 4-27. Yeah, 4-27 is my date of birth. Uh, but I, 658032606 is my Social.

Speaker speaker_0: Okay. Yeah. I fixed it. And then I have 706-373-1881.

Speaker speaker_1: It is.

Speaker speaker_0: Is that *****?

Speaker speaker_1: Yep. That's my phone number-

Speaker speaker_0: Beautiful.

Speaker speaker_1: ... 881. Yes, ma'am. I'm calling from that now.

Speaker speaker_0: Do you want me to add a secondary?

Speaker speaker_1: No. Uh-uh.

Speaker speaker_0: No.

Speaker speaker_1: I don't have one. Uh-uh.

Speaker speaker_0: And then I have, I have Q-U-I-T-A-T-Y-L-E-R-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 0-0-0@gwebineer.com.

Speaker speaker_1: Yes, ma'am. Yes, that is my email.

Speaker speaker_0: Okay. So let me see. So right now you're within a company open enrollment, meaning that you could either take plans off or add plans. Um-

Speaker speaker_1: Yeah, we want to take some plans off. That's, that was the whole point. Like I told them, because they sent the emails to me late. They sup- they said I'm supposed to got it in December. Ma'am, I didn't get one email from December and so what they did, I'm glad that I was able to reach out to them. They gave me, they, they gave me the same, uh, information that you're giving me now. They told me I have until the 30th or the 31st of January.

Speaker speaker_0: Yeah, till the 31st. That would be the last day to add any new plans or take plans off there within the Section 125.

Speaker speaker_1: Okay.

Speaker speaker_0: So it looks like you had group accident, dental, critical illness and term life.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then they made some changes and you will have like a, a new coverage of group accident and vision only for \$4.19.

Speaker speaker_1: No. No. They didn't do that. I, they probably got that for me when I emailed it in. I emailed the form to them, uh, with... But that's, like I said, I only want the, like I said, I do not want the dental anymore. I don't need it. And, uh, it's supposed to be life and critical il- illness only. It's not supposed to be any vision. Um, it's supposed to be life and critical illness only.

Speaker speaker_0: Okay.

Speaker speaker_1: And that's-

Speaker speaker_0: So you want me to change it to critical illness and the term life only? 'Cause, um-

Speaker speaker_1: Well, let me just ask you a question. Do you know about these policies? Like, do you know about these... 'Cause, 'cause I'm, I'm very confused with like the life. I mean, they told us about it, true enough.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, but like do you know anything-

Speaker speaker_0: So-

Speaker speaker_1: ... about them? Like, 'cause I need to make sure-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... that I keep the right one and don't get rid of the wrong one.

Speaker speaker_0: So if you want, I can just go over the, the plans just so that you're sure what you want to keep or what you want to take off.

Speaker speaker_1: Yeah.

Speaker speaker_0: 'Cause with that-

Speaker speaker_1: Well, I know, I know for sure that I want life.

Speaker speaker_0: Okay.

Speaker speaker_1: And basically, um, I do not want the vision. I know I don't want the vision. Um, but no, you don't, you don't have to go over it 'cause they already did. I just-

Speaker speaker_0: Oh, okay.

Speaker speaker_1: ... I'm just in a place right now, like I said, I, they're, they're already doing the taxes and stuff out the check and we already don't get big enough checks because some days, well, you know, true enough, we, we might work a Friday sometime or Saturday morning, cool. But, uh, things have changed. Like right now we've been out of work three weeks and we don't go back till..... uh, the 13th, due to the s- you know, they had it shut down, so, um-

Speaker speaker_0: Okay.

Speaker speaker_1: And unemployment, none of that, none of that has come. We s- like, we're, we have families. You know what I'm saying? So-

Speaker speaker_0: Yeah.

Speaker speaker_1: Um, but what I, what I wanna do is, um, I do wanna keep the life and the critical illness only. The dental can go, and every, I, I, I don't want anything else but those two right there.

Speaker speaker_0: Okay. So, you wanna get rid of the dental. You wanna keep the life. You... What about the critical illness? Did you wanna leave that? That's \$2.50.

Speaker speaker_1: Yes. PI- yes. Just keep the critical illness, um-

Speaker speaker_0: Get rid?

Speaker speaker_1: That's fine. I put... Yeah, I'm good on everything else, because I have, I have, uh, like I said, um, I had insur- I had insurance through my, when I worked at the hospital-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... with the same policy, so I don't... I think one of them's, um, I'm still paying for it, and it's not life or critical illness, so I don't wanna pay for something over there that I'm paying for. You know what I'm saying? So-

Speaker speaker_0: Yeah. Okay.

Speaker speaker_1: I, I-

Speaker speaker_0: Do you want... And get rid of group accident also as well, right?

Speaker speaker_1: Yeah. That was...

Speaker speaker_0: Okay. So, so far, I have term life for employee and child for \$2.54, and then the critical illness for employee and child for \$2.83. Did you still wanna keep it at that level of the coverage for employee or child, or did you wanna change it to employee only?

Speaker speaker_1: What, what, what, what, what that mean, like, employee or child? Yeah, you can keep the employee and child. You keep that right there.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so your new total would be a weekly deduction of \$5.37. Okay?

Speaker speaker_1: That sounds, that sounds good.

Speaker speaker_0: So you're... Just keep in mind that it does take seven to ten days for the cancellations to process, so you still may experience the same deduction, um, you might still see-

Speaker speaker_1: It's o-

Speaker speaker_0: ... the same deduction for one or two weeks, but nothing passing two deductions, 'cause it does take a few days for that to process.

Speaker speaker_1: Yeah, that's okay. But, like I said, I, I, I was glad I could call and get it handled. Uh, is there anything that you will send me? Um... Uh, like a, like, like a, something saying I made these changes, or I, I don't get that?

Speaker speaker_0: Uh, do you need... I think you can enrollment confirm. Let me verify. Give me one second.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Thank you for your hold. Um, do I still have you on the line?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, I'll send you a confirmation of coverage. It should take like 24 to 48 hours for you to receive that though. Is that a good email to send it to?

Speaker speaker_1: Yes, ma'am. That's correct, the same one that you mentioned earlier. Yes, ma'am.

Speaker speaker_0: Okay. And then I just wanna confirm with you, I do have critical illness with employee plus child and term life for employee plus child. And then, um, it's for... Is it Khylie? K-H-Y-L-I-E?

Speaker speaker_1: Who?

Speaker speaker_0: Is that the... Is that the child's name?

Speaker speaker_1: Khylie. K-H-Y-

Speaker speaker_0: Khylie.

Speaker speaker_1: ... L-I-E.

Speaker speaker_0: Powell?

Speaker speaker_1: Khylie Powell, that's correct.

Speaker speaker_0: All right. Well, those changes have been made. Um, so just keep in mind, it does take seven to 10 days for any changes to process, so you still may experience one or two deductions with a total of 1773. But once you see the new deduction-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of the 537, that's when your coverage-

Speaker speaker_1: Oh.

Speaker speaker_0: ... your new coverage starts and stuff at.

Speaker speaker_1: All right. Well, thank you, and I appreciate you. I just like wanted to get it done. That's it.

Speaker speaker_0: Okay. And then just in case, let's say you change your mind and you wanna add something in later on, you have till the 31st of January to do it. And we're open from 8:00 AM up until 8:00 PM Eastern Time, okay?

Speaker speaker_1: Gotcha. All right. Correct.

Speaker speaker_0: All right. Well, I hope you have a great day today.

Speaker speaker_1: You too. Thank you so much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Bye-bye.