

Transcript: Estefania

Acevedo-6627002682097664-6434906645905408

Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Yeah, I'm through Wagner, insurance out of Wagner attempt service. Um, my name is Davey Aaron. Mm-hmm. How can I help you? Um, I need a... What if I wanna cancel my insurance? Uh, I could do it for you. Yeah. Okay. You said you're with Wagner, right? Yeah. And then what are the last four of your Social? 2452. Okay. Give me one second. And what was your first and last name? Yeah, Davey Aaron. Okay. If- if I cancel it today, will it, um, still take out Friday? So, I was about to tell you that. The cancellations do take 7 to 10 business days to process. So, due to that, usually there is a possibility that you may experience one or two deductions after that cancellation. Hopefully it's only one, but if you see two, that's not out of the ordinary. Shouldn't be more than two, though. Um, are y- you said 2957, I'm sorry, for your last four? 2452- Okay. ... were my first and last. All right, I'm looking it up. Will they reimburse my money back to me or... No, because that's how long the process takes for the cancellation. So, they don't do reimbursements for that. Yeah, 'cause I really... Uh, the insurance thing... How can I say it? I've been... I mean, the insurance all right, but it didn't cover my doctor visit and I had to pay \$100 out of pocket and \$40 for my A1C shot and it didn't cover none of my medicine. And that's why it's really... I'm paying for nothing really, you know what I'm saying? And I have Blue Cross Blue Shield, I can pay them \$6.80 a week and it covers just about everything. Okay. I'm sorry. No, you're good. It's just really aggravating because when I first got with y'all, I just got papers. Now I got cards. Now half the places I done called don't even accept this insurance. Hmm. Okay. Um, I was gonna tell you, if you could please verify your address and date of birth for security purposes. Yes. 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30656. And the date of birth? 6/21/78. And then I have 404-268-4989 as your, um, phone number? Yes, ma'am. Okay. Yeah. So, unfortunately, like I said, it does take 7 to 10 business days for the cancellations to process. So, like I said, there is a possibility that they may do one deduction or two after that cancellation. Um, hopefully it's only one though. But if you do s- see two, it shouldn't be more than two after that cancellation if I cancel it right now. Yeah, let's do it now. Um, 'cause I'm gonna get Blue Cross Blue Shield 'cause I'm a diabetic and it's not covering none of my med- it's not even covering none of medicine. I'm so sorry. None of my doctor- Okay. But I went ahead and canceled that for you. So, that's canceled. And if I want to get it back, will I have to wait until the re-enrollment? So, uh, and... There's only two periods that you're eligible to enroll. The first 30 days from the time that you receive your first check. Obviously, that's out of the discussion. After that, after those 30 days, you can also enroll within company open enrollment, which for Wagner Service Solutions, let me see what month they do theirs. They do theirs in the month of December. Um, so it looks like theirs is the last m- month of the year. Last year they did it between December 9th up until January the 31st. So, if you do wanna enroll in the future, you would

have to do it within company open enrollment, which is held in December. You would be able to call and, um, enroll again. All right. That's fine. All right. But that's canceled. Just keep in mind, like I said, there's possibilities that you may experience one or two deductions. But if you do see two, it shouldn't be more than two. All right. Thank you, ma'am. You're welcome. Have a nice day. You too, bye bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, I'm through Wagner, insurance out of Wagner attempt service. Um, my name is Davey Aaron.

Speaker speaker_0: Mm-hmm. How can I help you?

Speaker speaker_1: Um, I need a... What if I wanna cancel my insurance?

Speaker speaker_0: Uh, I could do it for you.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: You said you're with Wagner, right?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: 2452.

Speaker speaker_0: Okay. Give me one second. And what was your first and last name?

Speaker speaker_1: Yeah, Davey Aaron.

Speaker speaker_0: Okay.

Speaker speaker_1: If- if I cancel it today, will it, um, still take out Friday?

Speaker speaker_0: So, I was about to tell you that. The cancellations do take 7 to 10 business days to process. So, due to that, usually there is a possibility that you may experience one or two deductions after that cancellation. Hopefully it's only one, but if you see two, that's not out of the ordinary. Shouldn't be more than two, though. Um, are y- you said 2957, I'm sorry, for your last four?

Speaker speaker_1: 2452-

Speaker speaker_0: Okay.

Speaker speaker_1: ... were my first and last.

Speaker speaker_0: All right, I'm looking it up.

Speaker speaker_1: Will they reimburse my money back to me or...

Speaker speaker_0: No, because that's how long the process takes for the cancellation. So, they don't do reimbursements for that.

Speaker speaker_1: Yeah, 'cause I really... Uh, the insurance thing... How can I say it? I've been... I mean, the insurance all right, but it didn't cover my doctor visit and I had to pay \$100 out of pocket and \$40 for my A1C shot and it didn't cover none of my medicine. And that's why it's really... I'm paying for nothing really, you know what I'm saying? And I have Blue Cross Blue Shield, I can pay them \$6.80 a week and it covers just about everything.

Speaker speaker_0: Okay. I'm sorry.

Speaker speaker_1: No, you're good. It's just really aggravating because when I first got with y'all, I just got papers. Now I got cards. Now half the places I done called don't even accept this insurance.

Speaker speaker_0: Hmm. Okay. Um, I was gonna tell you, if you could please verify your address and date of birth for security purposes.

Speaker speaker_1: Yes. 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30656.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: 6/21/78.

Speaker speaker_0: And then I have 404-268-4989 as your, um, phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Yeah. So, unfortunately, like I said, it does take 7 to 10 business days for the cancellations to process. So, like I said, there is a possibility that they may do one deduction or two after that cancellation. Um, hopefully it's only one though. But if you do s-see two, it shouldn't be more than two after that cancellation if I cancel it right now.

Speaker speaker_1: Yeah, let's do it now. Um, 'cause I'm gonna get Blue Cross Blue Shield 'cause I'm a diabetic and it's not covering none of my med- it's not even covering none of medicine.

Speaker speaker_0: I'm so sorry.

Speaker speaker_1: None of my doctor-

Speaker speaker_0: Okay. But I went ahead and canceled that for you. So, that's canceled.

Speaker speaker_1: And if I want to get it back, will I have to wait until the re-enrollment?

Speaker speaker_0: So, uh, and... There's only two periods that you're eligible to enroll. The first 30 days from the time that you receive your first check. Obviously, that's out of the discussion. After that, after those 30 days, you can also enroll within company open enrollment, which for Wagner Service Solutions, let me see what month they do theirs. They

do theirs in the month of December. Um, so it looks like theirs is the last m- month of the year. Last year they did it between December 9th up until January the 31st. So, if you do wanna enroll in the future, you would have to do it within company open enrollment, which is held in December. You would be able to call and, um, enroll again.

Speaker speaker_1: All right. That's fine.

Speaker speaker_0: All right. But that's canceled. Just keep in mind, like I said, there's possibilities that you may experience one or two deductions. But if you do see two, it shouldn't be more than two.

Speaker speaker_1: All right. Thank you, ma'am.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too, bye bye.