

Transcript: Justin

Mills-4638387085688832-5027251461734400

Full Transcript

I thought that was the end. No. Medical benefits and a card. This is Justin. How can I help you today? Yes, I need to know if, uh, th- the insurance I have through ASB covers eyeglasses. No! Yeah, let me check on that for you. Um, you said American Staff Corp? Yes, sir. No! And the last four of your social? Uh, 5126. And what was your first and last name? Charlie Moore. And for security purposes, can you verify your home address, including city, state and zip code, Charlie? Uh, 9515 South 4190 Road, Claremore, Oklahoma... Claremore, Oklahoma 74117. And your date of birth? 2/20/03. And a good telephone number I have is 918-244-5423? Yes, sir. And the email I have is darlinmarie2003 at gmail? Yes, sir. Okay, um, so looking at the file, you have a pending request sent for enrollment for the MEC-TeleRx, which just covers preventative healthcare services only. So like physicals, diabetes, screenings, vaccinations, stuff like that. However, you're still eligible to add vision if need be. Okay, uh, how much would that increase my pay? Not my pay, but, uh... Shoot. Deduction? Yeah, I... Thank you. Yeah, no worries. Um, so the MEC-TeleRx is \$16.85 per week. However, adding vision, which is \$2.15 would be, uh, \$19 a week. Yeah, I don't need glasses that bad. I can still see. Okay. Um, did you want to keep the auto enrollment that American Staff Corp did or did you want to cancel it? Um, I would like to cancel it so I can keep my SoonerCare. Okay, no worries. Um, so I'll go ahead and process the cancellation for you. Mm-hmm. However, I do know since it was a pending request sent for enrollment, there will be one deduction that does come off but after that you will be officially canceled. Okay? Okay. Okay. Well, is there anything else I could help you out with today, Charlie? Not at all. Awesome. Well, you have a wonderful day, okay? You too. All right, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: I thought that was the end. No.

Speaker speaker_1: Medical benefits and a card. This is Justin. How can I help you today?

Speaker speaker_0: Yes, I need to know if, uh, th- the insurance I have through ASB covers eyeglasses.

Speaker speaker_2: No!

Speaker speaker_1: Yeah, let me check on that for you. Um, you said American Staff Corp?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: No!

Speaker speaker_1: And the last four of your social?

Speaker speaker_0: Uh, 5126.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_0: Charlie Moore.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Charlie?

Speaker speaker_0: Uh, 9515 South 4190 Road, Claremore, Oklahoma... Claremore, Oklahoma 74117.

Speaker speaker_1: And your date of birth?

Speaker speaker_0: 2/20/03.

Speaker speaker_1: And a good telephone number I have is 918-244-5423?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And the email I have is darlinmarie2003 at gmail?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, um, so looking at the file, you have a pending request sent for enrollment for the MEC-TeleRx, which just covers preventative healthcare services only. So like physicals, diabetes, screenings, vaccinations, stuff like that. However, you're still eligible to add vision if need be.

Speaker speaker_0: Okay, uh, how much would that increase my pay? Not my pay, but, uh... Shoot.

Speaker speaker_1: Deduction?

Speaker speaker_0: Yeah, I... Thank you.

Speaker speaker_1: Yeah, no worries. Um, so the MEC-TeleRx is \$16.85 per week. However, adding vision, which is \$2.15 would be, uh, \$19 a week.

Speaker speaker_0: Yeah, I don't need glasses that bad. I can still see.

Speaker speaker_1: Okay. Um, did you want to keep the auto enrollment that American Staff Corp did or did you want to cancel it?

Speaker speaker_0: Um, I would like to cancel it so I can keep my SoonerCare.

Speaker speaker_1: Okay, no worries. Um, so I'll go ahead and process the cancellation for you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: However, I do know since it was a pending request sent for enrollment, there will be one deduction that does come off but after that you will be officially canceled. Okay?

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. Well, is there anything else I could help you out with today, Charlie?

Speaker speaker_0: Not at all.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_0: You too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_0: Bye-bye.