

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Encourages. This is Justin. How can I help you today? I need to make... I can't cancel my insurance policy, but I need to, I need to make changes to it. Okay. What's the staffing agency you work for? Surge. And the last four of your Social? 4447. And your first and last name? Jaro Sharp. And for security purposes, can you verify your home address, including city, state and zip code? 701 East High Street, Mount Vernon, Ohio 43050. And confirm your date of birth? 3-11-84. And a good telephone number have a 740-358-9234. Yeah. And the email I have is jsharp1984@gmail? Yep. Okay. And what changes did you want to make? I need to keep as insured as possible. I'm not going to pay a hundred bucks and, and get pretty much no coverage. Okay. Uh, well, looking at the file, you're court ordered for dental, vision, the VIP standard, which covers hospitals, doctors and medications, and the MBC TeleRX, which covers preventative healthcare services all for employee plus child. However, the total deduction or the total premium is \$65.59. I'm not court ordered to carry dental and vision. I'm court ordered to carry medical. Medical is doctors and all that. Um, well, the court order requires to be enrolled into all coverage offered through Surge Staffing, which was dental, medical, vision and preventative healthcare services. That's what the court order was issued for. Now, I can provide you with the telephone number to the court so you can contact them ... I've already went through this with them. So this is how I know that I'm only reli- only liable for medical, not vision. That's not what the court order is saying. That's what I've been doing for 12 or 14 years. You're going to tell me I'm wrong? Well, the court order is saying all medical, dental and vision. So you're telling me that I'm wasting my money on a company who offers very little coverage, won't let me change my plan... No, sir. Uh, that's what the court order... This is what the court order sent to us. The court sent this document to us, for us to enroll you into what the benefits is, were of- is, what's off- what they require. So they required for you to be enrolled into medical, dental and vision. Like I said, I can provide you with their telephone number so you can speak with them regarding this situation and so you can confirm with them to see what's going on. Now, we can cancel the coverage once we receive a termination letter from the court. You gonna give me my money back after that? Unfortunately, reimbursement is not possible.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Encourages. This is Justin. How can I help you today?

Speaker speaker_2: I need to make... I can't cancel my insurance policy, but I need to, I need to make changes to it.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4447.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jaro Sharp.

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

Speaker speaker_2: 701 East High Street, Mount Vernon, Ohio 43050.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 3-11-84.

Speaker speaker_1: And a good telephone number have a 740-358-9234.

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is jsharp1984@gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And what changes did you want to make?

Speaker speaker_2: I need to keep as insured as possible. I'm not going to pay a hundred bucks and, and get pretty much no coverage.

Speaker speaker_1: Okay. Uh, well, looking at the file, you're court ordered for dental, vision, the VIP standard, which covers hospitals, doctors and medications, and the MBC TeleRX, which covers preventative healthcare services all for employee plus child. However, the total deduction or the total premium is \$65.59.

Speaker speaker_2: I'm not court ordered to carry dental and vision. I'm court ordered to carry medical. Medical is doctors and all that.

Speaker speaker_1: Um, well, the court order requires to be enrolled into all coverage offered through Surge Staffing, which was dental, medical, vision and preventative healthcare services. That's what the court order was issued for. Now, I can provide you with the telephone number to the court so you can contact them ...

Speaker speaker_2: I've already went through this with them. So this is how I know that I'm only reli- only liable for medical, not vision.

Speaker speaker_1: That's not what the court order is saying.

Speaker speaker_2: That's what I've been doing for 12 or 14 years. You're going to tell me I'm wrong?

Speaker speaker_1: Well, the court order is saying all medical, dental and vision.

Speaker speaker_2: So you're telling me that I'm wasting my money on a company who offers very little coverage, won't let me change my plan...

Speaker speaker_1: No, sir. Uh, that's what the court order... This is what the court order sent to us. The court sent this document to us, for us to enroll you into what the benefits is, were of- is, what's off- what they require. So they required for you to be enrolled into medical, dental and vision. Like I said, I can provide you with their telephone number so you can speak with them regarding this situation and so you can confirm with them to see what's going on. Now, we can cancel the coverage once we receive a termination letter from the court.

Speaker speaker_2: You gonna give me my money back after that?

Speaker speaker_1: Unfortunately, reimbursement is not possible.