

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. This is Ann K., and I'm a care advocate at UnitedHealthcare. How are, how are you today? I'm doing well, and yourself? I am doing well also. Hey, I support a family, um, Peter O'Hare. He used to be an employee of the 3CI Manufacturing Company, um, but I guess he hasn't been for a couple of years. Um, but we still show him active here, so I was hoping that, um, it could be investigated and possibly a new file sent over so that... so that it- it, you know, it's terminated. He's having problems with other insurances. Okay, so what, he was needing like a statement of coverage? No, he's need- We- we're needing the... He's showing active over here at UnitedHealthcare even though he's no longer with the company. So, usually what they do is HR will update the file and then send it back over to us somehow, and I don't even know how that all works. I just know the, kind of the process. Oh, yeah. So for some reason that file never got over here. Um, or I have another question for you. And you might not know this. I did notice that he must have been on COBRA at one time? Mm-hmm. Do you know if that's a different area that would be sending over a file to cancel it, or... Yeah. No, that's, that's definitely through, um, 90 Degree Benefits, and I can transfer you over to them because they're probably the ones who take care of all of that. Okay, so they would take care of it for both of... you know, both COBRA and regular commercial plans, or... Correct. Yes, ma'am. Okay. Okay. Do you have their direct number just in case I have to ever call them back? Um, yeah. Just let me know whenever you're ready. I'm ready. Okay, so that telephone number is 800-833-4296. ... 296. Okay. And if you could get me over there, that would be wonderful. Awesome. Bear with me one second, okay? Thanks, Justin. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. This is Ann K., and I'm a care advocate at UnitedHealthcare. How are, how are you today?

Speaker speaker_0: I'm doing well, and yourself?

Speaker speaker_1: I am doing well also. Hey, I support a family, um, Peter O'Hare. He used to be an employee of the 3CI Manufacturing Company, um, but I guess he hasn't been for a couple of years. Um, but we still show him active here, so I was hoping that, um, it could be investigated and possibly a new file sent over so that... so that it- it, you know, it's terminated.

He's having problems with other insurances.

Speaker speaker_0: Okay, so what, he was needing like a statement of coverage?

Speaker speaker_1: No, he's need- We- we're needing the... He's showing active over here at UnitedHealthcare even though he's no longer with the company. So, usually what they do is HR will update the file and then send it back over to us somehow, and I don't even know how that all works. I just know the, kind of the process.

Speaker speaker_0: Oh, yeah.

Speaker speaker_1: So for some reason that file never got over here. Um, or I have another question for you. And you might not know this. I did notice that he must have been on COBRA at one time?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Do you know if that's a different area that would be sending over a file to cancel it, or...

Speaker speaker_0: Yeah. No, that's, that's definitely through, um, 90 Degree Benefits, and I can transfer you over to them because they're probably the ones who take care of all of that.

Speaker speaker_1: Okay, so they would take care of it for both of... you know, both COBRA and regular commercial plans, or...

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Do you have their direct number just in case I have to ever call them back?

Speaker speaker_0: Um, yeah. Just let me know whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: Okay, so that telephone number is 800-833-4296.

Speaker speaker_1: ... 296. Okay. And if you could get me over there, that would be wonderful.

Speaker speaker_0: Awesome. Bear with me one second, okay?

Speaker speaker_1: Thanks, Justin.

Speaker speaker_0: You're welcome.