

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, I just got off the phone with my job, WSI, and I didn't know that I had opted in to do the Medicaid and everything like that, and she gave me the number to call and cancel that so they don't take that outta my check every week. Yeah, um, so Workforce Strategies or WorkSmart? Yeah. Uh, Workforce Strategies, I do believe. It's WSI, yep. And the last four of your Social? 1315. I didn't even know they were doing that. I know I probably won't get the first one back, but, I mean- And what were your first and last name? Mercedes McEwen. Will they reimburse that or... 'Cause I just got it literally yesterday or... Um, so I do know that unfortunately reimbursement isn't possible. I do know that, um. Okay. But I can cancel the coverage for you. Um, for security purposes, could you verify your home address, including city, state and zip code for me real quick, Mercedes? 485 Arbor Point Drive, Battle Creek, Michigan 49037. And confirm your date of birth for me. 08/16/89. And a good telephone number. I have is 269-380-5821. Yep. Okay, um, so I'll go ahead and cancel the coverage for you. However, I do wanna let you know that cancellations do take one to two weeks to go through, so there will be one or two more deductions that does come off. But after that, you will be officially canceled, okay? Oh, that's crazy 'cause that's like 50 bucks a week. Shit. Correct, but it also gives you one or two weeks of extra coverage as well, so you shouldn't need to- Yeah, like how does that coverage even work? Like how does that work? Um, so you have the VIP Classic which covers your hospitals, doctors and medication coverage, um, dental, vision, short-term disability, term life which is life insurance, and then the MEC stand-alone which covers your preventative healthcare services, like your physicals that- So- Yes. Okay, so like if I go to the doctor, like if I'm sick or anything, it'll cover it or if I need meds or anything? Correct, yes. Oh, I might wanna think about keeping that 'cause I don't have any healthcare coverage as is. Um, uh, man. Let me... I might wanna keep it. If I decide to take it off, then can I call back at any time and cancel it? Um, yes. You can cancel any time, um, but like I said, cancellations do take one to two weeks to go through, okay? Yeah, 'cause I was just thinking like, 'cause I don't have any Medicaid or anything and if I need anything or anything like that, I'd be covered to like go to the doctor or do anything with that, correct? Correct. Um, checking the calendar, we're still waiting on deductions to come through from Workforce Strategies, so once we receive that information, you'll become active and cards will be issued out from there. Okay, so like even at, like if I need to go to the dentist. Like I got a pair of dentures that I need to go in and get like shaved or whatever. That would be covered or whatever? Um, that may be a carrier question. I can provide you with their telephone number if need be. Okay, uh, okay, um, well, I'm gonna go ahead and I'll just cancel it 'cause I know I can turn it back on at any time, correct, if I decide to go with that and add a different healthcare provider? Uh, let's see here. Now, if we cancel it after, I do know that after your 30

days, um- Right. ... which is your, considered your personal open enrollment period, um, you would either have to experience a qualified life event or wait until Workforce Strategies' s- next open enrollment to be re-enrolled. Um, well, just keep it on for now then. If I decide to cancel it, I'll call back. I might as well just keep it 'cause that's 50 bucks, yeah, but I'd rather pay, you know. Um, well, uh, go ahead and cancel it. I'm gonna check around, yeah. Okay. Thank- So like I'll go, I'll go ahead and process the cancellation for you, but like I said, cancellations do take those one to two weeks to go through, okay? Okay. Okay. Well, is there anything else I could assist you with today, Mercedes? Uh, nope, that's it. Thank you so much. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. Um, I just got off the phone with my job, WSI, and I didn't know that I had opted in to do the Medicaid and everything like that, and she gave me the number to call and cancel that so they don't take that outta my check every week.

Speaker speaker_0: Yeah, um, so Workforce Strategies or WorkSmart?

Speaker speaker_1: Yeah. Uh, Workforce Strategies, I do believe. It's WSI, yep.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1315. I didn't even know they were doing that. I know I probably won't get the first one back, but, I mean-

Speaker speaker_0: And what were your first and last name?

Speaker speaker_1: Mercedes McEwen. Will they reimburse that or... 'Cause I just got it literally yesterday or...

Speaker speaker_0: Um, so I do know that unfortunately reimbursement isn't possible. I do know that, um.

Speaker speaker_1: Okay.

Speaker speaker_0: But I can cancel the coverage for you. Um, for security purposes, could you verify your home address, including city, state and zip code for me real quick, Mercedes?

Speaker speaker_1: 485 Arbor Point Drive, Battle Creek, Michigan 49037.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 08/16/'89.

Speaker speaker_0: And a good telephone number. I have is 269-380-5821.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, um, so I'll go ahead and cancel the coverage for you. However, I do wanna let you know that cancellations do take one to two weeks to go through, so there will be one or two more deductions that does come off. But after that, you will be officially canceled, okay?

Speaker speaker_1: Oh, that's crazy 'cause that's like 50 bucks a week. Shit.

Speaker speaker_0: Correct, but it also gives you one or two weeks of extra coverage as well, so you shouldn't need to-

Speaker speaker_1: Yeah, like how does that coverage even work? Like how does that work?

Speaker speaker_0: Um, so you have the VIP Classic which covers your hospitals, doctors and medication coverage, um, dental, vision, short-term disability, term life which is life insurance, and then the MEC stand-alone which covers your preventative healthcare services, like your physicals that-

Speaker speaker_1: So-

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, so like if I go to the doctor, like if I'm sick or anything, it'll cover it or if I need meds or anything?

Speaker speaker_0: Correct, yes.

Speaker speaker_1: Oh, I might wanna think about keeping that 'cause I don't have any healthcare coverage as is. Um, uh, man. Let me... I might wanna keep it. If I decide to take it off, then can I call back at any time and cancel it?

Speaker speaker_0: Um, yes. You can cancel any time, um, but like I said, cancellations do take one to two weeks to go through, okay?

Speaker speaker_1: Yeah, 'cause I was just thinking like, 'cause I don't have any Medicaid or anything and if I need anything or anything like that, I'd be covered to like go to the doctor or do anything with that, correct?

Speaker speaker_0: Correct. Um, checking the calendar, we're still waiting on deductions to come through from Workforce Strategies, so once we receive that information, you'll become active and cards will be issued out from there.

Speaker speaker_1: Okay, so like even at, like if I need to go to the dentist. Like I got a pair of dentures that I need to go in and get like shaved or whatever. That would be covered or whatever?

Speaker speaker_0: Um, that may be a carrier question. I can provide you with their telephone number if need be.

Speaker speaker_1: Okay, uh, okay, um, well, I'm gonna go ahead and I'll just cancel it 'cause I know I can turn it back on at any time, correct, if I decide to go with that and add a different healthcare provider?

Speaker speaker_0: Uh, let's see here. Now, if we cancel it after, I do know that after your 30 days, um-

Speaker speaker_1: Right.

Speaker speaker_0: ... which is your, considered your personal open enrollment period, um, you would either have to experience a qualified life event or wait until Workforce Strategies' s-next open enrollment to be re-enrolled.

Speaker speaker_1: Um, well, just keep it on for now then. If I decide to cancel it, I'll call back. I might as well just keep it 'cause that's 50 bucks, yeah, but I'd rather pay, you know. Um, well, uh, go ahead and cancel it. I'm gonna check around, yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank-

Speaker speaker_0: So like I'll go, I'll go ahead and process the cancellation for you, but like I said, cancellations do take those one to two weeks to go through, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Well, is there anything else I could assist you with today, Mercedes?

Speaker speaker_1: Uh, nope, that's it. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.