

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 a Card. This is Justin. How can I help you today? Yes, uh, my name's Darryl Garrett. Uh, I got insurance through, uh, AmeriStaff. Um, when I signed up for the insurance via the computer, it was my interpretation that I was signing up for visual insurance. So I called last week, uh, to see what kind of coverage I had, because I needed to get me some glasses, and my Medicaid visual insurance was limited. However, they could find me nowhere in the system for visual, and I ended up getting a letter of cancellation from my Medicaid, because they say I have medical insurance, which I most definitely did not intend to sign up for, but I did sign up for it. So I need to get rid of this insurance, uh, as soon as possible, like yesterday, because Medicaid is getting canceled on me because they say I don't have eye insurance or vision insurance. They said I have medical insurance, which I most certainly don't need. I totally understand. Totally understand. So AmeriStaff, what's the last four of your Social? 81246. And what was your last name, Darryl? I'm sorry. Last name Garrett. G-A-R-R-E-T-T. And for security purposes, could you verify the home address, including city, state, and ZIP code, Mr. Garrett? Okay. Um, the last person I talked to, they got a physical, 195 Casey Circle, PO Box 78, Keeling, K-E-E-L-I-N-G, um, 24566. And confirm your date of birth? March 25th, 1963. And a good telephone number I have is 709-4168? That is correct. And the email I have is darrylgarrett856@gmail? That is, yeah, 8562 with gmail.com. Correct. Okay, so let's see here. So it looks like, uh, AmeriStaff auto-enrolled you into that medical plan, due to the fact that they automatically enroll their new hires into a medical plan, usually after their first paycheck. However, I'll go ahead and cancel it for you. Um, but I do wanna let you know- Oh, wow, so that is... Uh, uh, no, I'm sorry. I didn't, uh, I don't mean to cut you off. So that's why I'm like... I, um, I can't believe that, because I definitely tried to get visual insurance on the computer, which I didn't get. And I'm thinking, like, I'm almost sure I did not order medical, but anyway, wow. No, sir. It was just an auto-enrollment that AmeriStaff does to all of their employees. Gotcha. Um, but like, but like I said, I will go ahead and cancel it for you. Um, but I do wanna let you know that cancellations do take one to two weeks to go through. Okay. So it is possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Darryl? Good enough. Okay. Well, is there anything- Thank you so much. ... else I can help you with today? Uh, no, you've been very helpful. You're welcome. You have a great day, okay? You too. Bye-bye.

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 a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, uh, my name's Darryl Garrett. Uh, I got insurance through, uh, AmeriStaff. Um, when I signed up for the insurance via the computer, it was my interpretation that I was signing up for visual insurance. So I called last week, uh, to see what kind of coverage I had, because I needed to get me some glasses, and my Medicaid visual insurance was limited. However, they could find me nowhere in the system for visual, and I ended up getting a letter of cancellation from my Medicaid, because they say I have medical insurance, which I most definitely did not intend to sign up for, but I did sign up for it. So I need to get rid of this insurance, uh, as soon as possible, like yesterday, because Medicaid is getting canceled on me because they say I don't have eye insurance or vision insurance. They said I have medical insurance, which I most certainly don't need.

Speaker speaker_1: I totally understand. Totally understand. So AmeriStaff, what's the last four of your Social?

Speaker speaker_2: 81246.

Speaker speaker_1: And what was your last name, Darryl? I'm sorry.

Speaker speaker_2: Last name Garrett. G-A-R-R-E-T-T.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state, and ZIP code, Mr. Garrett?

Speaker speaker_2: Okay. Um, the last person I talked to, they got a physical, 195 Casey Circle, PO Box 78, Keeling, K-E-E-L-I-N-G, um, 24566.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: March 25th, 1963.

Speaker speaker_1: And a good telephone number I have is 709-4168?

Speaker speaker_2: That is correct.

Speaker speaker_1: And the email I have is darrylgarrett856@gmail?

Speaker speaker_2: That is, yeah, 8562 with gmail.com. Correct.

Speaker speaker_1: Okay, so let's see here. So it looks like, uh, AmeriStaff auto-enrolled you into that medical plan, due to the fact that they automatically enroll their new hires into a medical plan, usually after their first paycheck. However, I'll go ahead and cancel it for you. Um, but I do wanna let you know-

Speaker speaker_2: Oh, wow, so that is... Uh, uh, no, I'm sorry. I didn't, uh, I don't mean to cut you off. So that's why I'm like... I, um, I can't believe that, because I definitely tried to get visual insurance on the computer, which I didn't get. And I'm thinking, like, I'm almost sure I did not order medical, but anyway, wow.

Speaker speaker_1: No, sir. It was just an auto-enrollment that AmeriStaff does to all of their employees.

Speaker speaker_2: Gotcha.

Speaker speaker_1: Um, but like, but like I said, I will go ahead and cancel it for you. Um, but I do wanna let you know that cancellations do take one to two weeks to go through.

Speaker speaker_2: Okay.

Speaker speaker_1: So it is possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Darryl?

Speaker speaker_2: Good enough.

Speaker speaker_1: Okay. Well, is there anything-

Speaker speaker_2: Thank you so much.

Speaker speaker_1: ... else I can help you with today?

Speaker speaker_2: Uh, no, you've been very helpful.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Bye-bye.