

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits and a Card. This is Malcolm, how can I help you? Good morning, Malcolm. This is Alicia with APL. I have Ms. Odessa Williams with ATC Healthcare Services calling regarding her dental plan. She has some questions and may want to cancel. That's her, Alicia. We've already gone over benefits. All right. Thank you, Malcolm. Let me get her on the line. Hope you have a great day. You too. Thank you. Ms. Williams, thank you for your patience. I have Malcolm on the line at Benefits and a Card, and he will assist you further. Have a wonderful day. Thank you. I thank you so much, ma'am. My pleasure. Thank you. Bye-bye. All right. Bye-bye. Hello? What's the last... Yes, ma'am, what's the last four of your Social? 9695. First name? Odessa. For security purposes, can you verify your address and date of birth for me? Date of birth, June 14th, 1966. Address is 119 Felton Street, Thomasville, Georgia 31792. Okay. So we got 92000395? Yes. Okay. You breaking up. I can't understand you. Hello? Can you hear me, ma'am? I can hear you now. The email is odessawilliams45@gmail.com? Yes. Right. How can I help you today, Ms. Williams? Yes. I need to, um... I need to cancel my dental insurance, my dental plan if it, um, it can't cover... I have periodontal gum disease. I went to the dentist and, uh, y'all, y'all didn't pay. So my plan that I have is D44910, and I think that's not covered. And that's the kind of, um... I have gum disease. I had, I had my teeth cleaned. That's all they did, but, but, uh, according to what I was told, it's got to be up under a 11200 code or something like that for y'all to pay. So we're not in the carrier, so I'm not sure what you're referring to. We're just the plan administrator. American Public Life will be your carrier for the... So, and so you're saying you want to cancel your coverage through here? Okay. I just, I just... Oh, okay. I just talked to them. Yeah, just, just let me cancel the coverage. So unfortunately, you wouldn't be able- That way it's not coming out my bill. So unfortunately, you wouldn't be able to cancel because your plan is under Section 125. Well, actually, it's not. I can cancel it for you. I can't cancel the ME C TeleRx plan though, because it's under Section 125. What you mean, that plan? So the ME C TeleRx plan, I can't cancel that plan, but I can cancel your dental plan. Okay. All I want canceled is the dental. I'm not trying to cancel anything else. I just want the dental part of it canceled. Oh, okay. All right. So I got that removed for you. Yeah, I'm not... If I got, if I got any... If I got any other, like, going to the doctor, any other benefits that I have, I want to keep that. I just want the dental canceled. Okay. So I just removed the dental. Please be advised it does take one to two weeks for the changes to happen. It is possible to see the reductions of the \$3.64, but after two weeks, it'll go down to \$15.05. Okay. Thank you. That's all I wanted. That's all we canceling, just the dental? Yes, ma'am. Okay. Thank you. That's all I needed. No problem, Ms. Williams. If there's nothing else, thanks for calling Benefits and a Card. I hope you have a great rest of your week. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits and a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Good morning, Malcolm. This is Alicia with APL. I have Ms. Odessa Williams with ATC Healthcare Services calling regarding her dental plan. She has some questions and may want to cancel.

Speaker speaker_2: That's her, Alicia.

Speaker speaker_1: We've already gone over benefits. All right. Thank you, Malcolm. Let me get her on the line. Hope you have a great day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Ms. Williams, thank you for your patience. I have Malcolm on the line at Benefits and a Card, and he will assist you further. Have a wonderful day.

Speaker speaker_2: Thank you. I thank you so much, ma'am.

Speaker speaker_1: My pleasure. Thank you. Bye-bye.

Speaker speaker_2: All right. Bye-bye. Hello?

Speaker speaker_0: What's the last... Yes, ma'am, what's the last four of your Social?

Speaker speaker_2: 9695.

Speaker speaker_0: First name?

Speaker speaker_2: Odessa.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Date of birth, June 14th, 1966. Address is 119 Felton Street, Thomasville, Georgia 31792.

Speaker speaker_0: Okay. So we got 92000395?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay.

Speaker speaker_2: You breaking up. I can't understand you. Hello?

Speaker speaker_0: Can you hear me, ma'am?

Speaker speaker_2: I can hear you now.

Speaker speaker_0: The email is odessawilliams45@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_0: Right. How can I help you today, Ms. Williams?

Speaker speaker_2: Yes. I need to, um... I need to cancel my dental insurance, my dental plan if it, um, it can't cover... I have periodontal gum disease. I went to the dentist and, uh, y'all, y'all didn't pay. So my plan that I have is D44910, and I think that's not covered. And that's the kind of, um... I have gum disease. I had, I had my teeth cleaned. That's all they did, but, but, uh, according to what I was told, it's got to be up under a 11200 code or something like that for y'all to pay.

Speaker speaker_0: So we're not in the carrier, so I'm not sure what you're referring to. We're just the plan administrator. American Public Life will be your carrier for the... So, and so you're saying you want to cancel your coverage through here?

Speaker speaker_2: Okay. I just, I just... Oh, okay. I just talked to them. Yeah, just, just let me cancel the coverage.

Speaker speaker_0: So unfortunately, you wouldn't be able-

Speaker speaker_2: That way it's not coming out my bill.

Speaker speaker_0: So unfortunately, you wouldn't be able to cancel because your plan is under Section 125. Well, actually, it's not. I can cancel it for you. I can't cancel the ME C TeleRx plan though, because it's under Section 125.

Speaker speaker_2: What you mean, that plan?

Speaker speaker_0: So the ME C TeleRx plan, I can't cancel that plan, but I can cancel your dental plan.

Speaker speaker_2: Okay. All I want canceled is the dental. I'm not trying to cancel anything else. I just want the dental part of it canceled.

Speaker speaker_0: Oh, okay. All right. So I got that removed for you.

Speaker speaker_2: Yeah, I'm not... If I got, if I got any... If I got any other, like, going to the doctor, any other benefits that I have, I want to keep that. I just want the dental canceled.

Speaker speaker_0: Okay. So I just removed the dental. Please be advised it does take one to two weeks for the changes to happen. It is possible to see the reductions of the \$3.64, but after two weeks, it'll go down to \$15.05.

Speaker speaker_2: Okay. Thank you. That's all I wanted. That's all we canceling, just the dental?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay. Thank you. That's all I needed.

Speaker speaker_0: No problem, Ms. Williams. If there's nothing else, thanks for calling Benefits and a Card. I hope you have a great rest of your week.

Speaker speaker_2: Thank you.