

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Um, yes, I was calling because I had declined the, um, the insurance and I wanted to know why I was still, you know, paying for it. Okay. So who do you work for? Um, ATC Staffing. May I have the last four digits of your Social so I can pull up your file? 5830. 5830? Yes. And what is your first and last name, ma'am? Garfield Jones. Ms. Jones, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? 1827 Hallmark Drive, Griffin, Georgia 30223, 1-13-1987. Thank you for the information. We have a telephone number on file, 667-231-8253, and you emailed your first name, last name, uh, at- Yes. All right. And, and when did you call to cancel the benefits? You said when did I? Cancel the benefits? So you said that you declined them? Yes. It was telling me, like, to send in a email. Um, send the little, uh, the thing that I received as a email and I clicked, you know, that I didn't want to receive it anymore. And that was when- When was this? Let me check my emails so I can get the right, um, date. That was the 24th, the latest day. Of January? I mean, I'm sorry. Of December, yes. Okay. Mm-hmm. Mm. And this was online, you mean, right? Say that again? You did this online? Yes, I emailed. It s- it sent me a little thing that said that, that we had to fax or email, you know- Mm-hmm. ... if you wanted to say accept or decline. So I, um, emailed it. 'Kay, because this is... You have an enrollment here for health benefits. You then- I have an enrollment? You, you have your enrollment from, for your dental, vision and medical. That's what you was trying to cancel? Yes. Uh, I don't know why would it tells you to cancel over that link. 'Cause we don't have anything stating here say you canceled the benefit. Okay, so did nobody receive the email that I sent in? 'Cause it was clear instructions and it says fax or email. All right. Let me put you in a brief hold and find out some information. Okay. Just bear with me, okay? All right. Ma'am? Miss Jones? Yeah. Thank you for your call. Yes. Okay. So I'm trying to find, um, those that are trying to reach someone on the back office that that could help me with this, um, because some of... Everybody's busy. Mm-hmm. Would you mind if I give you a call back? Because, um, on my end, I don't see anything here that you went into, into the portal and request a cancellation. But you said it was an email. Mm-hmm. So I'm... Which I'm trying to see if they able to see it and help me with it. Uh, do you think it's possible- Okay. So... ... in the next hour or so? So what if I try... I mean, like, um, since you don't see it, is there a way that I can still cancel it? Well, you will be able to cancel now just dental and vision, because the medical is under Section 125, which is the IRS regulation. So you have to stay within the plan until company open enrollment to requalify. And so... I'm sorry, you're breaking up. Okay. So the medical part, you cannot cancel at this time. You could cancel dental or vision, because it's under Section 125, which is an IRS regulation. Mm-hmm. That you require to stay enrolled into company open enrollment or a qualified live

event. Okay. Until I... For until I get another insurance? Yeah. That's weird because like... Because, um- I, I, I'm- And one- I understand what you're saying, but it's just like- Yeah. If you want, I could investigate further to see what happened and why we didn't receive it if you try to cancel. But honestly, I know the last text that we sent out was on the 16th of December. Mm-hmm. Mm-hmm. Um, reminding the members that they were closed on this. Open enrollment was closing. All right. But not on the 24th, because we, we were closed. So that's like kind of- Well... ... um, weird for me, uh, why you received that text on that day. And- No, I didn't receive it on that day. I received it before, but they said that was the last day to cancel- Oh. ... you know, add or things like that. Okay. Oh, okay. Yeah. All right, I get it. So, but that was the day that you click on it or- Yes. Mm-hmm. Okay. So let me... If you allow me, I could investigate and see what I could find out. Okay. And give you an update. Okay. Can you change my number for me? Oh, sure. Can I get your- Because that's, that's not my old number. Okay. Is the one you're calling from is a good number? Yes. Okay, perfect. So allow me, um, like a hour or so. Okay. Do you have a specific time that I could call you back, if anything, if I don't get an answer- Anything will do. ... within the next hour? No, no, that's fine. You can call me anytime. It's fine. All right. Thank you. Okay. So I'll give you a call as soon as I get an answer, and then we could take it from there. All right. Thank you so much. All right. Thank you. Mm-hmm. I'm sorry for the inconvenience.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, yes, I was calling because I had declined the, um, the insurance and I wanted to know why I was still, you know, paying for it.

Speaker speaker_1: Okay. So who do you work for?

Speaker speaker_2: Um, ATC Staffing.

Speaker speaker_1: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: 5830.

Speaker speaker_1: 5830?

Speaker speaker_2: Yes.

Speaker speaker_1: And what is your first and last name, ma'am?

Speaker speaker_2: Garfield Jones.

Speaker speaker_1: Ms. Jones, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: 1827 Hallmark Drive, Griffin, Georgia 30223, 1-13-1987.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 667-231-8253, and you emailed your first name, last name, uh, at-

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And, and when did you call to cancel the benefits?

Speaker speaker_2: You said when did I?

Speaker speaker_1: Cancel the benefits? So you said that you declined them?

Speaker speaker_2: Yes. It was telling me, like, to send in a email. Um, send the little, uh, the thing that I received as a email and I clicked, you know, that I didn't want to receive it anymore. And that was when-

Speaker speaker_1: When was this?

Speaker speaker_2: Let me check my emails so I can get the right, um, date. That was the 24th, the latest day.

Speaker speaker_1: Of January? I mean, I'm sorry.

Speaker speaker_2: Of December, yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Mm. And this was online, you mean, right?

Speaker speaker_2: Say that again?

Speaker speaker_1: You did this online?

Speaker speaker_2: Yes, I emailed. It s- it sent me a little thing that said that, that we had to fax or email, you know-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... if you wanted to say accept or decline. So I, um, emailed it.

Speaker speaker_1: 'Kay, because this is... You have an enrollment here for health benefits. You then-

Speaker speaker_2: I have an enrollment?

Speaker speaker_1: You, you have your enrollment from, for your dental, vision and medical. That's what you was trying to cancel?

Speaker speaker_2: Yes.

Speaker speaker_1: Uh, I don't know why would it tells you to cancel over that link. 'Cause we don't have anything stating here say you canceled the benefit.

Speaker speaker_2: Okay, so did nobody receive the email that I sent in? 'Cause it was clear instructions and it says fax or email.

Speaker speaker_1: All right. Let me put you in a brief hold and find out some information.

Speaker speaker_2: Okay.

Speaker speaker_1: Just bear with me, okay?

Speaker speaker_2: All right.

Speaker speaker_1: Ma'am? Miss Jones?

Speaker speaker_3: Yeah.

Speaker speaker_1: Thank you for your call.

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. So I'm trying to find, um, those that are trying to reach someone on the back office that that could help me with this, um, because some of... Everybody's busy.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Would you mind if I give you a call back? Because, um, on my end, I don't see anything here that you went into, into the portal and request a cancellation. But you said it was an email.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: So I'm... Which I'm trying to see if they able to see it and help me with it. Uh, do you think it's possible-

Speaker speaker_3: Okay. So...

Speaker speaker_1: ... in the next hour or so?

Speaker speaker_3: So what if I try... I mean, like, um, since you don't see it, is there a way that I can still cancel it?

Speaker speaker_1: Well, you will be able to cancel now just dental and vision, because the medical is under Section 125, which is the IRS regulation. So you have to stay within the plan until company open enrollment to requalify.

Speaker speaker_3: And so... I'm sorry, you're breaking up.

Speaker speaker_1: Okay. So the medical part, you cannot cancel at this time. You could cancel dental or vision, because it's under Section 125, which is an IRS regulation.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: That you require to stay enrolled into company open enrollment or a qualified live event.

Speaker speaker_3: Okay. Until I... For until I get another insurance?

Speaker speaker_1: Yeah.

Speaker speaker_3: That's weird because like...

Speaker speaker_1: Because, um-

Speaker speaker_3: I, I, I'm-

Speaker speaker_1: And one-

Speaker speaker_3: I understand what you're saying, but it's just like-

Speaker speaker_1: Yeah. If you want, I could investigate further to see what happened and why we didn't receive it if you try to cancel. But honestly, I know the last text that we sent out was on the 16th of December.

Speaker speaker_3: Mm-hmm. Mm-hmm.

Speaker speaker_1: Um, reminding the members that they were closed on this. Open enrollment was closing.

Speaker speaker_3: All right.

Speaker speaker_1: But not on the 24th, because we, we were closed. So that's like kind of-

Speaker speaker_3: Well...

Speaker speaker_1: ... um, weird for me, uh, why you received that text on that day. And-

Speaker speaker_3: No, I didn't receive it on that day. I received it before, but they said that was the last day to cancel-

Speaker speaker_1: Oh.

Speaker speaker_3: ... you know, add or things like that.

Speaker speaker_1: Okay. Oh, okay.

Speaker speaker_3: Yeah.

Speaker speaker_1: All right, I get it. So, but that was the day that you click on it or-

Speaker speaker_3: Yes. Mm-hmm.

Speaker speaker_1: Okay. So let me... If you allow me, I could investigate and see what I could find out.

Speaker speaker_3: Okay.

Speaker speaker_1: And give you an update.

Speaker speaker_3: Okay. Can you change my number for me?

Speaker speaker_1: Oh, sure. Can I get your-

Speaker speaker_3: Because that's, that's not my old number.

Speaker speaker_1: Okay. Is the one you're calling from is a good number?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay, perfect. So allow me, um, like a hour or so.

Speaker speaker_3: Okay.

Speaker speaker_1: Do you have a specific time that I could call you back, if anything, if I don't get an answer-

Speaker speaker_3: Anything will do.

Speaker speaker_1: ... within the next hour?

Speaker speaker_3: No, no, that's fine. You can call me anytime. It's fine.

Speaker speaker_1: All right. Thank you. Okay. So I'll give you a call as soon as I get an answer, and then we could take it from there.

Speaker speaker_3: All right. Thank you so much.

Speaker speaker_1: All right. Thank you.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: I'm sorry for the inconvenience.