

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? Hello. How you doing? This is Melissa Scott-Reeves and I work for, uh, Surge and I'm calling about my insurance. Okay. You say you work for Surge? Surge. Wait one second. Okay. May I have the last four digits of your social? 8948. Your first and last name? Melissa Scott-Reeves. Miss Reeves, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 5627 Buttline Drive, Columbus, Ohio 43110, TN 2169. Thank you. We have the phone number on file, 614-271-0692. Yes, ma'am. And your email is your first and last names. Yes. At gmail.com. Yes. And how may I help you? Okay. I got a lot of, um, uh, testing and stuff that I need to done, be done and y'all have preventative care only on my card. Yes, that's what you are enrolled in. Okay. I, that, that don't, that don't do me no good, because I, they don't pay for the tests. I mean, the mama- mammograms, breast tests and all that, and they don't pay anything on that. The mammogram, they don't pay for it? No. No. They talking about 20, 20,800 and, and another 1200, and, you know, I'm, I'm, uh, I'm, I'm, I'll... Do one, I, I really want to cancel y'all so I can get back on Care Source. Care Source would pay 100% and y'all got it. I understand. Yeah. These, um, insurance are pretty basic through the staffing agency. Um... Yeah. I completely understand. Okay. So I'm gonna cancel. Do you wanna cancel just the medical or, or dental as well? I wanna cancel, I wanna, all of it. Okay. All right. Um, the cancellation, Miss Reeves, does take one to two weeks for all changes to be processed and you might experience one or two deductions before it's completely canceled. I might what? You might experience one or two deductions off your payroll before it's completely canceled. Okay, but I just want... Okay. I want this canceled in the computer where it shows that I don't have any insurance. Okay, so we are doing it now here in our end. Okay. Okay. Um, this information will be sent to Surge. Okay. Then it will be on their end to finalize it. Okay? Okay. Is there anything else I could do for you, ma'am? No. So, so now they gotta finalize canceling my insurance? Well, when I- The, when I say finalize, it's more towards stopping the... Payment. Yes. Okay. All right. That's fine. Okay. Is there anything else I could do for you, ma'am? No, that'll be all. Thank you so much. I appreciate you. Thank you for giving us a call today. Have a great rest of the day. You as well.

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: Hello. How you doing? This is Melissa Scott-Reeves and I work for, uh, Surge and I'm calling about my insurance.

Speaker speaker_1: Okay. You say you work for Surge?

Speaker speaker_2: Surge.

Speaker speaker_1: Wait one second. Okay. May I have the last four digits of your social?

Speaker speaker_2: 8948.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Melissa Scott-Reeves.

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

Speaker speaker_2: 5627 Buttline Drive, Columbus, Ohio 43110, TN 2169.

Speaker speaker_1: Thank you. We have the phone number on file, 614-271-0692.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And your email is your first and last names.

Speaker speaker_2: Yes.

Speaker speaker_1: At gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: And how may I help you?

Speaker speaker_2: Okay. I got a lot of, um, uh, testing and stuff that I need to done, be done and y'all have preventative care only on my card.

Speaker speaker_1: Yes, that's what you are enrolled in.

Speaker speaker_2: Okay. I, that, that don't, that don't do me no good, because I, they don't pay for the tests. I mean, the mama- mammograms, breast tests and all that, and they don't pay anything on that.

Speaker speaker_1: The mammogram, they don't pay for it?

Speaker speaker_2: No. No. They talking about 20, 20,800 and, and another 1200, and, you know, I'm, I'm, uh, I'm, I'm, I'll... Do one, I, I really want to cancel y'all so I can get back on Care Source. Care Source would pay 100% and y'all got it.

Speaker speaker_1: I understand. Yeah. These, um, insurance are pretty basic through the staffing agency. Um...

Speaker speaker_2: Yeah.

Speaker speaker_1: I completely understand. Okay.

Speaker speaker_2: So I'm gonna cancel.

Speaker speaker_1: Do you wanna cancel just the medical or, or dental as well?

Speaker speaker_2: I wanna cancel, I wanna, all of it.

Speaker speaker_1: Okay. All right. Um, the cancellation, Miss Reeves, does take one to two weeks for all changes to be processed and you might experience one or two deductions before it's completely canceled.

Speaker speaker_2: I might what?

Speaker speaker_1: You might experience one or two deductions off your payroll before it's completely canceled.

Speaker speaker_2: Okay, but I just want... Okay. I want this canceled in the computer where it shows that I don't have any insurance.

Speaker speaker_1: Okay, so we are doing it now here in our end.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Um, this information will be sent to Surge.

Speaker speaker_2: Okay.

Speaker speaker_1: Then it will be on their end to finalize it. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I could do for you, ma'am?

Speaker speaker_2: No. So, so now they gotta finalize canceling my insurance?

Speaker speaker_1: Well, when I-

Speaker speaker_2: The, when I say finalize, it's more towards stopping the... Payment.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. All right. That's fine.

Speaker speaker_1: Okay. Is there anything else I could do for you, ma'am?

Speaker speaker_2: No, that'll be all. Thank you so much. I appreciate you.

Speaker speaker_1: Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You as well.