

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... for benefits and a card, this is ... speaking, how may I help you? Hi, yes, I'm enrolled in Benefits & Card through my employer, Creative Circle. Mm-hmm. But I'm enrolling in UnitedHealthcare starting January 1 and already enrollment and they told me to call you today to let you know so that I could come off the Benefits & Card Plan. And who do you work for, say that again? Creative Circle. Okay. May I have the last four digits of your Social? 9904. Christian Henn. Your first and last name as well? It's Christian Henn. Miss Henn, for security reasons and just to make sure we are in the correct file, I need to verify- Mm-hmm. ... your complete address and date of birth. Date of birth is 3/2/70, address is 18 Stuyvesant Oval, Apartment 8F, New York, New York, 10009. Okay. We have a phone number on file, 646-334-7521, and your email is your first name_ your last name@Hotmail.com? Correct. Now, I have... I wanna keep the... I think I have the vision and dental bundle. Mm-hmm. That comes out of my checks. I think that's... What is it? 7- 794 a week? Uh, yeah. Yeah, I'll keep that, but everything else, um, I want to end 'cause I'm moving into the new insurance. But that doesn't have the dental and vision, so they told me to keep that with you. But question- Okay. ... I recently went for my mammography and I want to submit a, um, you know, like a reimbursement. I don't know how to do that. Is there a form to fill out? Um, I will transfer you to the actual carrier and they will be able to, um, help you through. Okay, I wanna do that, like, before you cancel me also, like- Yeah. ... you know what I mean? Like, I, I just had it, like, two weeks ago, and they finally- Oh, it won't- ... sent the results over to you. It won't... If, if you submit it, it won't affect the cancellation because- Oh, it should be fine? Okay. Yeah. Yeah. Okay, good. But you still have- Um- ... the benefit. Yeah, and that's part of preventative care, I think that's the only thing that I had covered was preventative care through the- Mm-hmm. Yeah. So also the benefits- Mm-hmm. Okay, so, the cancellation does take one to two weeks, so you're still gonna be active for the next, uh, probably two more weeks, so- Okay. ... let me process this. So, it would be like a one-week crossover probably in January? That's fine 'cause I think the f- I think the first UHC thing comes out, um, around, like, the 6th of January, so should be good. So this benefits the issue, um... Let's see what the system is giving me. Yeah, the 5th. So... It'll end the 5th? Yes. Okay. So... Okay- That's not- So I went ahead and- ... too early for me. ... the, uh, the premium, your premium now will start... Let me see, the following... Yeah. Um, it's gonna be 790. Uh, you wanna write down- Yeah, that's, that's all I'm keeping is the vision and dental. Yeah, hold on one second. All right, what am I writing down? Okay, so dental, vision and life insurance part of the bundle. Oh, right. Dental, vision. And who's the vision with through again? VSP? Um, now- Oh, God. ... they are through MetLife. Okay, MetLife. And what is the... And who's the dental through? APL. American Public Life. American Public Life. Okay. And then the life insurance is APL too, or no? Yes. So APL is dental and life, and

MetLife is vision? Yes, uh, ma'am. Okay. And it's 790 weekly? Yes, ma'am. Okay, so that's the only thing that will re- remain? Yeah. So you're canceling out just the, the BIC part, right? We're canceling critical illness that, um, the Stay Healthy plan- Was that a separate thing? The critical illness? Was the... Yeah, crit- critical illness. Was that a separate, um, weekly deduction too or that was part of the- No, that's de- ... the main medical? No, that was a separate. You were paying \$2.51 for that. For critical illness? Yes, ma'am. What does that cover again? Bear with me. Let me pull up the benefit guide to give you the correct information. Mm-hmm. Okay, so... This thing is so slow today. I'm so sorry for that. Okay, so- Okay. ... critical illness, we'll cover up to \$5,000. Let's say, on heart attack, major organ failure. Yeah, yeah. Um- No, you can cancel that. Mm-hmm. Okay. All right. So I went ahead and did a, a cancellation and keeping the dental, vision and life insurance. All right, just tell me the parts... Just, yeah, just tell me the parts you canceled though. So critical illness. What were the other parts called? Stay Healthy and the Insure Plus. Stay Healthy. Insure Plus. Stay Healthy what? Insurance Plus, you said? Insure, Insure Plus, which is your other, uh, medical coverage. Okay. And it's called Insure Plus? Yes, ma'am. Ins- like I-N-S-U-R-E Plus? Yes, ma'am. Okay. So three things are canceled. Critical Illness, Stay Healthy, and Insure Plus. And just tell me what I was paying for each of them out of my paycheck. Can you tell me? Sure. The Insure Plus was \$34.91. The Insure Plus was two... Right. All right. The Insure Plus, it was 34.91. Mm-hmm. The Critical Illness was- The Stay Healthy. Um, \$15.58. What's the Stay Healthy? And the Critical Illness was \$2 and- 51 cents. 2.51. Okay, so no more 2.51, no more 15.58, no more 34.91? No, ma'am. You'll be mi- it, you'll- Okay. ... you'll save nearly \$7.90. That's the only thing I'm keeping? Yep. Great. That's 10 bucks. And tell me your name again? Pamela. Tell me your name again. Pamela. Pamela? Pamela. P-A-M- Oh. E-la. Oh, Pamela. Yeah. Okay. All right. 10-14- Do you have your ID number? No, but if you need a confirmation of the cancellation, I could request an email to be sent out for you, to you. Yes. Okay. Yes. It does take 24 to 48 hours to you, for you to receive it. It's coming from info@benefitsinacard. Check your spam and junk mail. It might go there. All right? Info@benefitsinacard. Okay. Yep. All right. Okay. Anything else? Thank you. I appreciate your help. All right. And have a great- Thank you. ... holiday. You too and Merry Christmas and Happy New Year. All right. Mm-hmm. Bye-bye. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: ... for benefits and a card, this is ... speaking, how may I help you?

Speaker speaker_2: Hi, yes, I'm enrolled in Benefits & Card through my employer, Creative Circle.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But I'm enrolling in UnitedHealthcare starting January 1 and already enrollment and they told me to call you today to let you know so that I could come off the Benefits & Card Plan.

Speaker speaker_1: And who do you work for, say that again?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: Okay. May I have the last four digits of your Social?

Speaker speaker_2: 9904. Christian Henn.

Speaker speaker_1: Your first and last name as well?

Speaker speaker_2: It's Christian Henn.

Speaker speaker_1: Miss Henn, for security reasons and just to make sure we are in the correct file, I need to verify-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... your complete address and date of birth.

Speaker speaker_2: Date of birth is 3/2/70, address is 18 Stuyvesant Oval, Apartment 8F, New York, New York, 10009.

Speaker speaker_1: Okay. We have a phone number on file, 646-334-7521, and your email is your first name_ your last name@Hotmail.com?

Speaker speaker_2: Correct. Now, I have... I wanna keep the... I think I have the vision and dental bundle.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: That comes out of my checks. I think that's... What is it? 7- 794 a week?

Speaker speaker_1: Uh, yeah.

Speaker speaker_2: Yeah, I'll keep that, but everything else, um, I want to end 'cause I'm moving into the new insurance. But that doesn't have the dental and vision, so they told me to keep that with you. But question-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I recently went for my mammography and I want to submit a, um, you know, like a reimbursement. I don't know how to do that. Is there a form to fill out?

Speaker speaker_1: Um, I will transfer you to the actual carrier and they will be able to, um, help you through.

Speaker speaker_2: Okay, I wanna do that, like, before you cancel me also, like-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... you know what I mean? Like, I, I just had it, like, two weeks ago, and they finally-

Speaker speaker_1: Oh, it won't-

Speaker speaker_2: ... sent the results over to you.

Speaker speaker_1: It won't... If, if you submit it, it won't affect the cancellation because-

Speaker speaker_2: Oh, it should be fine? Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah. Okay, good.

Speaker speaker_1: But you still have-

Speaker speaker_2: Um-

Speaker speaker_1: ... the benefit.

Speaker speaker_2: Yeah, and that's part of preventative care, I think that's the only thing that I had covered was preventative care through the-

Speaker speaker_1: Mm-hmm. Yeah. So also the benefits-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, so, the cancellation does take one to two weeks, so you're still gonna be active for the next, uh, probably two more weeks, so-

Speaker speaker_2: Okay.

Speaker speaker_1: ... let me process this.

Speaker speaker_2: So, it would be like a one-week crossover probably in January? That's fine 'cause I think the f- I think the first UHC thing comes out, um, around, like, the 6th of January, so should be good.

Speaker speaker_1: So this benefits the issue, um... Let's see what the system is giving me. Yeah, the 5th. So...

Speaker speaker_2: It'll end the 5th?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: So... Okay-

Speaker speaker_2: That's not-

Speaker speaker_1: So I went ahead and-

Speaker speaker_2: ... too early for me.

Speaker speaker_1: ... the, uh, the premium, your premium now will start... Let me see, the following... Yeah. Um, it's gonna be 790. Uh, you wanna write down-

Speaker speaker_2: Yeah, that's, that's all I'm keeping is the vision and dental. Yeah, hold on one second. All right, what am I writing down?

Speaker speaker_1: Okay, so dental, vision and life insurance part of the bundle.

Speaker speaker_2: Oh, right. Dental, vision. And who's the vision with through again? VSP?

Speaker speaker_1: Um, now-

Speaker speaker_2: Oh, God.

Speaker speaker_1: ... they are through MetLife.

Speaker speaker_2: Okay, MetLife. And what is the... And who's the dental through?

Speaker speaker_1: APL. American Public Life.

Speaker speaker_2: American Public Life. Okay. And then the life insurance is APL too, or no?

Speaker speaker_1: Yes.

Speaker speaker_2: So APL is dental and life, and MetLife is vision?

Speaker speaker_1: Yes, uh, ma'am.

Speaker speaker_2: Okay. And it's 790 weekly?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, so that's the only thing that will re- remain?

Speaker speaker_1: Yeah.

Speaker speaker_2: So you're canceling out just the, the BIC part, right?

Speaker speaker_1: We're canceling critical illness that, um, the Stay Healthy plan-

Speaker speaker_2: Was that a separate thing?

Speaker speaker_1: The critical illness?

Speaker speaker_2: Was the... Yeah, crit- critical illness. Was that a separate, um, weekly deduction too or that was part of the-

Speaker speaker_1: No, that's de-

Speaker speaker_2: ... the main medical?

Speaker speaker_1: No, that was a separate. You were paying \$2.51 for that.

Speaker speaker_2: For critical illness?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: What does that cover again?

Speaker speaker_1: Bear with me. Let me pull up the benefit guide to give you the correct information.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, so...This thing is so slow today. I'm so sorry for that. Okay, so-

Speaker speaker_2: Okay.

Speaker speaker_1: ... critical illness, we'll cover up to \$5,000. Let's say, on heart attack, major organ failure.

Speaker speaker_2: Yeah, yeah.

Speaker speaker_1: Um-

Speaker speaker_2: No, you can cancel that.

Speaker speaker_1: Mm-hmm. Okay. All right. So I went ahead and did a, a cancellation and keeping the dental, vision and life insurance.

Speaker speaker_2: All right, just tell me the parts... Just, yeah, just tell me the parts you canceled though. So critical illness. What were the other parts called?

Speaker speaker_1: Stay Healthy and the Insure Plus.

Speaker speaker_2: Stay Healthy.

Speaker speaker_1: Insure Plus.

Speaker speaker_2: Stay Healthy what? Insurance Plus, you said?

Speaker speaker_1: Insure, Insure Plus, which is your other, uh, medical coverage.

Speaker speaker_2: Okay. And it's called Insure Plus?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Ins- like I-N-S-U-R-E Plus?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. So three things are canceled. Critical Illness, Stay Healthy, and Insure Plus. And just tell me what I was paying for each of them out of my paycheck. Can you tell me?

Speaker speaker_1: Sure. The Insure Plus was \$34.91.

Speaker speaker_2: The Insure Plus was two... Right.

Speaker speaker_1: All right. The Insure Plus, it was 34.91.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The Critical Illness was-

Speaker speaker_2: The Stay Healthy.

Speaker speaker_1: Um, \$15.58.

Speaker speaker_2: What's the Stay Healthy? And the Critical Illness was \$2 and-

Speaker speaker_1: 51 cents.

Speaker speaker_2: 2.51. Okay, so no more 2.51, no more 15.58, no more 34.91?

Speaker speaker_1: No, ma'am. You'll be mi- it, you'll-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you'll save nearly \$7.90.

Speaker speaker_2: That's the only thing I'm keeping?

Speaker speaker_1: Yep.

Speaker speaker_2: Great.

Speaker speaker_1: That's 10 bucks.

Speaker speaker_2: And tell me your name again?

Speaker speaker_1: Pamela.

Speaker speaker_2: Tell me your name again.

Speaker speaker_1: Pamela.

Speaker speaker_2: Pamela?

Speaker speaker_1: Pamela. P-A-M-

Speaker speaker_2: Oh.

Speaker speaker_1: E-la.

Speaker speaker_2: Oh, Pamela.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. All right. 10-14-

Speaker speaker_1: Do you have your ID number? No, but if you need a confirmation of the cancellation, I could request an email to be sent out for you, to you.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes.

Speaker speaker_1: It does take 24 to 48 hours to you, for you to receive it. It's coming from info@benefitsinacard. Check your spam and junk mail. It might go there. All right?

Speaker speaker_2: Info@benefitsinacard. Okay. Yep.

Speaker speaker_1: All right. Okay. Anything else?

Speaker speaker_2: Thank you. I appreciate your help.

Speaker speaker_1: All right.

Speaker speaker_2: And have a great-

Speaker speaker_1: Thank you.

Speaker speaker_2: ... holiday. You too and Merry Christmas and Happy New Year.

Speaker speaker_1: All right. Mm-hmm. Bye-bye.

Speaker speaker_2: Bye-bye. Bye-bye.