

## **Transcript: Sara**

**Marulanda-6186993387487232-5890256806526976**

### **Full Transcript**

Thank you for choosing Benefits in a Card. My name is Sarah. May I have your name, please? Daisy Burton. Hello, ma'am. How may I help you? Yeah, so I just spoke with a couple other people, but basically I don't work with, or I don't work with the company that was get-... I was getting insurance for you guys, um, since the end of February, and I have UnitedHealthcare and they said I need to call you guys to have you guys cancel me off of your guys' insurance or something like that. Okay, let me check your account. And may I have the name of the agency and the last four of your Social to locate you? Uh, it was Adept HR. Okay. And my last four is 4528. Thank you very much, Miss, uh, Daisy Burton, Burton. And just for security purposes can you please verify your address and date of birth? Um, yeah, it's 10/10/89 and then my address is 100 Arlington Way, uh, in Warrenton. And is your email dburton@adepthr.com? No, it's not my email address anymore. So what is your email? It's my first and last name, daisyburton1989@gmail.com. So we got daisyburton1989@gmail.com? Yep. And is your phone number 636-463-3967? Yeah. Okay, ma'am. And, uh, I'm assuming what you need is like a statement of coverage? That means then, there's some kind of letter that, uh, states that you no longer have coverage and... that you no longer have coverage with us. Is that what you need? So UnitedHealthcare said that you guys have to cancel on your end so that they can... and it'll show on their end that it's canceled, but I don't have it with you guys. I mean it is, it is canceled. Okay, so I don't know how that works. The last, last time you have, uh, active coverage was, uh, March the 16th, so you don't have coverage with us anymore. Right, yeah. So I don't know. They told me I needed to call you guys and you guys would know what to do with UnitedHealthcare. But... Okay, they say then you need to cancel with us. That's, that's- Is there something you can... I'm trying to explain. You need the- Okay. Is there something you can send me that I can give to them? Yes, that's what I was telling you. A statement of coverage, that's what you need, a letter that states that you no longer have coverage with us. That what you need? Okay. Can you just email that to me? Is that possible? Okay, I'm going to send a request for that. Um, it would take like 24 to 48 hours for you to receive it. Okay. Okay, ma'am? Um, other than that, is there anything else that I can help you with? No. Oh, okay, ma'am. So thank you for calling Benefits in a Card with you too. Have a wonderful day, ma'am. And you too. Bye.

### **Conversation Format**

Speaker None: Thank you for choosing Benefits in a Card. My name is Sarah. May I have your name, please? Daisy Burton. Hello, ma'am. How may I help you? Yeah, so I just spoke with a couple other people, but basically I don't work with, or I don't work with the company

that was get-... I was getting insurance for you guys, um, since the end of February, and I have UnitedHealthcare and they said I need to call you guys to have you guys cancel me off of your guys' insurance or something like that. Okay, let me check your account. And may I have the name of the agency and the last four of your Social to locate you? Uh, it was Adept HR. Okay. And my last four is 4528. Thank you very much, Miss, uh, Daisy Burton, Burton. And just for security purposes can you please verify your address and date of birth? Um, yeah, it's 10/10/89 and then my address is 100 Arlington Way, uh, in Warrenton. And is your email dburton@adepthr.com? No, it's not my email address anymore. So what is your email? It's my first and last name, daisyburton1989@gmail.com. So we got daisyburton1989@gmail.com? Yep. And is your phone number 636-463-3967? Yeah. Okay, ma'am. And, uh, I'm assuming what you need is like a statement of coverage? That means then, there's some kind of letter that, uh, states that you no longer have coverage and... that you no longer have coverage with us. Is that what you need? So UnitedHealthcare said that you guys have to cancel on your end so that they can... and it'll show on their end that it's canceled, but I don't have it with you guys. I mean it is, it is canceled. Okay, so I don't know how that works. The last, last time you have, uh, active coverage was, uh, March the 16th, so you don't have coverage with us anymore. Right, yeah. So I don't know. They told me I needed to call you guys and you guys would know what to do with UnitedHealthcare. But... Okay, they say then you need to cancel with us. That's, that's- Is there something you can... I'm trying to explain. You need the- Okay. Is there something you can send me that I can give to them? Yes, that's what I was telling you. A statement of coverage, that's what you need, a letter that states that you no longer have coverage with us. That what you need? Okay. Can you just email that to me? Is that possible? Okay, I'm going to send a request for that. Um, it would take like 24 to 48 hours for you to receive it. Okay. Okay, ma'am? Um, other than that, is there anything else that I can help you with? No. Oh, okay, ma'am. So thank you for calling Benefits in a Card with you too. Have a wonderful day, ma'am. And you too. Bye.