

Transcript: Sara

Marulanda-6189802119938048-5764919728717824

Full Transcript

Hello. Thank you for calling Benefits Medical Care. How do I help you today? Yes. Who do I speak with? Paul Gatberg. Mr. Gatberg, good afternoon. How may I help you, sir? Hi. I'd like to take off the Telerx. I do not use it, do not like it, don't trust it. I don't... I go to a doctor in person. I will never use it, so I would not like it on my plan. Oh, okay. Let me check the information here. Yeah, everything else is fine. Uh, B... Uh, VIP Classic, which is the basic medical that I need. Mm-hmm. The vision is fine. The garnishment fee, I don't like. It's \$2 for something... For what? I'm paying you guys, and you're gonna garnish two extra dollars from me getting benefits through you? That's... That sounds like bad customer service right there. Like, "Get our insurance and every week we're gonna bill you two extra dollars just to take the money out since you're a good customer." That's, uh, not good right there. So, so, so what extra... What extra dollars are you talking about, sir? Um- The \$2.00. ... the deductions? Two... \$2 garnishment fee. Well, I don't know what that means because the deductions have been the same for 67.20, the same... Has been the same, you know, the whole time. Well, uh, I see here but maybe it's a different garnishment. But I see vision, Classic B- VIP, and VIC MEC Telerx which I don't need. The dental is fine, the VIP Classic and the vision- Okay. ... but the Telerx, nobody needs that. It's not required for anybody. Okay. Um, this was... Um, you were involved on this plan because that is a court order. We, we don't choose what to enroll you on. Right. The, the court doesn't order... Right. And the court gives you an option as well. They cannot just take your money- No, sir. ... and enro- You cannot take me and enroll me in some shit I don't want because all I have to do is stop paying, and that's fine with me. Listen- Oh, oh, I didn't- I do not want it. I mean- I do not want it. You can't take my money and say, "You're enrolled in it." The court asked you to put me in a basic insurance plan, a basic. That would be the VIP Classic which is \$30. You took it upon yourself to add this Telerx. I don't need it. I need medical, dental, vision for my children. I have that medical, dental, vision. Telerx which I will never use because I take my kids to the doctor to see them in person. I'd like to remove it which I have the option. It's not a court order on your paper that says, "He has to have Telerx." It says he has to have medical insurance. Read the paper. I just talked to my attorney. He said, "Please let them know clearly it will say on the paper, 'medical insurance'" but you're clearly gonna put down you want dental and vision for your children. Yes, correct, and the medical. The Telerx I don't want. It's a scam. You're stealing my money. Okay, sir. MEC is preventive care. That is the one that covers for the physical health examination. MEC came together with the Telerx. That's why you have that plan on. It's not that Telerx is extra. No, it's all together. I pay \$23 for Telerx, 30 for VIP Classic. I don't want the Telerx so that means that's \$23 less. MEC Telerx is 23.55 for yourself and the kids, or the children. I don't know how many you have. But- I don't need it. Well, sir, if you wanna cancel it, you will need a court order for us to proceed with the cancellation- Well, how is that? ... of that

plan. What is the court order telling you, that I need this? It's telling me- Yes. ... I need insurance- Okay. The court- ... and the benefit I get with Telerx. The court saying that's the plan that you need to be enrolled at, and that's what you must enroll at. We don't come up, uh, with some plans to enroll you or anybody else. No. We enroll the people for what they want- So- ... or what the court ter- the court order us to do. Right, and the court order medical. So, what does VIP Classic stand for? VIP Classic is hospital indemnity. MEC is for physical health examination, vaccinations, vitamins. All that is include on MEC, but MEC came together with Telerx. Mm-hmm. So we cannot divide like, "Okay. L- I- let's enroll him on MEC only." No, because that is... It's, it's... It's a one... It's one- But-

Conversation Format

Speaker None: Hello. Thank you for calling Benefits Medical Care. How do I help you today? Yes. Who do I speak with? Paul Gatberg. Mr. Gatberg, good afternoon. How may I help you, sir? Hi. I'd like to take off the Telerx. I do not use it, do not like it, don't trust it. I don't... I go to a doctor in person. I will never use it, so I would not like it on my plan. Oh, okay. Let me check the information here. Yeah, everything else is fine. Uh, B... Uh, VIP Classic, which is the basic medical that I need. Mm-hmm. The vision is fine. The garnishment fee, I don't like. It's \$2 for something... For what? I'm paying you guys, and you're gonna garnish two extra dollars from me getting benefits through you? That's... That sounds like bad customer service right there. Like, "Get our insurance and every week we're gonna bill you two extra dollars just to take the money out since you're a good customer." That's, uh, not good right there. So, so, so what extra... What extra dollars are you talking about, sir? Um- The \$2.00. ... the deductions? Two... \$2 garnishment fee. Well, I don't know what that means because the deductions have been the same for 67.20, the same... Has been the same, you know, the whole time. Well, uh, I see here but maybe it's a different garnishment. But I see vision, Classic B- VIP, and VIC MEC Telerx which I don't need. The dental is fine, the VIP Classic and the vision- Okay. ... but the Telerx, nobody needs that. It's not required for anybody. Okay. Um, this was... Um, you were involved on this plan because that is a court order. We, we don't choose what to enroll you on. Right. The, the court doesn't order... Right. And the court gives you an option as well. They cannot just take your money- No, sir. ... and enro- You cannot take me and enroll me in some shit I don't want because all I have to do is stop paying, and that's fine with me. Listen- Oh, oh, I didn't- I do not want it. I mean- I do not want it. You can't take my money and say, "You're enrolled in it." The court asked you to put me in a basic insurance plan, a basic. That would be the VIP Classic which is \$30. You took it upon yourself to add this Telerx. I don't need it. I need medical, dental, vision for my children. I have that medical, dental, vision. Telerx which I will never use because I take my kids to the doctor to see them in person. I'd like to remove it which I have the option. It's not a court order on your paper that says, "He has to have Telerx." It says he has to have medical insurance. Read the paper. I just talked to my attorney. He said, "Please let them know clearly it will say on the paper, 'medical insurance'" but you're clearly gonna put down you want dental and vision for your children. Yes, correct, and the medical. The Telerx I don't want. It's a scam. You're stealing my money. Okay, sir. MEC is preventive care. That is the one that covers for the physical health examination. MEC came together with the Telerx. That's why you have that plan on. It's not

that Telerx is extra. No, it's all together. I pay \$23 for Telerx, 30 for VIP Classic. I don't want the Telerx so that means that's \$23 less. MEC Telerx is 23.55 for yourself and the kids, or the children. I don't know how many you have. But- I don't need it. Well, sir, if you wanna cancel it, you will need a court order for us to proceed with the cancellation- Well, how is that? ... of that plan. What is the court order telling you, that I need this? It's telling me- Yes. ... I need insurance- Okay. The court- ... and the benefit I get with Telerx. The court saying that's the plan that you need to be enrolled at, and that's what you must enroll at. We don't come up, uh, with some plans to enroll you or anybody else. No. We enroll the people for what they want- So- ... or what the court ter- the court order us to do. Right, and the court order medical. So, what does VIP Classic stand for? VIP Classic is hospital indemnity. MEC is for physical health examination, vaccinations, vitamins. All that is include on MEC, but MEC came together with Telerx. Mm-hmm. So we cannot divide like, "Okay. L- I- let's enroll him on MEC only." No, because that is... It's, it's... It's a one... It's one- But-