

## Transcript: Sara

**Marulanda-6386837702262784-4922648655773696**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, my name is Jamal. Hello, Mr. Jamal. How may I help you? Yes, good. Uh, and, uh, I have insurance for Medicare here. I'm sorry. Can you repeat that for me? Uh, I, I have insurance for Medicare. I want to, uh, uh, cancel only I need for teeth if you make me. I have another Medicare. Okay. I have another Medicare. Okay. We are not Medicare. Um... Yeah. We are healthcare administrators for a staffing companies, but healthcare, not Medicare. What is staffing company are you working with? S&H; S&H; Staffing, okay. May I have, please, the last four digits of your Social Security number? Okay. And all full Social Security? Yes, just the last four digits. Um, 4179. 4179. Thank you and, uh, for security purposes, can you please verify your address and date of birth? Yeah. My address for PO Box and, uh, my 0315 1976. Okay. What is the PO box number? Oh, PO box number. Uh, let me see it. Okay, let me tell you. Hang on a second. Okay, my PO box number was... Okay, which one is that? Okay, 282241. Thank you. What city and state? Uh, Ohio, Columbus. Okay, thank you. 4338 area. Okay. 4338 area. And is your email... Huh? Thank you and is your email jamalibrahim4193@gmail.com? Uh, I am 41, uh, yeah, yeah. Jamal Ibrahim, yeah. Okay. And is your phone number 512-367-3700? Yes, ma'am. Thank you. So you want to cancel the Medicare, but want to keep the dental. Is that correct? Yeah, I want to cancel Medicare. Only I need for that \$4 for teeth, if, uh, impossible. \$4.17. Yeah, \$4.17 for teeth only. Okay. Okay. You need to allow one to two weeks for your employer... Uh, no, seven to 10 business days for them to start making deductions before the cancellation complete. Once cap- cancellation complete, there will be no more deductions. Oh. You may see one or two more deductions before it completes, okay? Okay, for two week? One or two weeks for your, uh, medical coverage to be canceled, complete cancel. The dental is, I mean, that one is still working. Okay. The dental, the dental is still working for \$1.17 something, yes? Uh, it's going to be \$4.17. Yes, sir. Okay. The dental leave it under Medicare and you cancel it? Yes, sir. Okay. All righty. Okay. Um, other than that, is there anything else that I can help you with? Uh, no. Only I want that one. And maybe this week is, uh, the card, next week they card actually will be. I mean, it depends from the company. Uh-huh. Yeah. We don't have- When they send. ... access to that. I mean, the company's the one that decide, but usually takes 7 to 10 day- 7 to 10 days for a coverage to be canceled. Okay. The money they take is still, or they stop? I'm sorry, the money what? The money they take for \$19 over there for Medicare, they stop for after two weeks? No. The money for the, the, the, the... Okay. You just cancel or request cancellation for your medical coverage. Yes. Cancellations takes between seven to 10 business days. So you may- Mm-hmm. ... see one or two more deductions for the m- medical coverage. Uh-huh. After the cancellation complete. One is complete, you're not going to see any more deductions for a, the medical part. But the

deductions for the dental, they will keep going on, because you want to- Yeah, they keep going. ... keep your dental. Yes. Yeah. Okay. The dental, they keep going up, but they take, um, every week for my check and that money, \$19, like this one for Medicare. Yes. That money, when did they stop? Okay. Yes? Yes. Hello. Yes. It will take one to two more weeks, uh, one or two more deductions, uh, for the medical coverage to complete cancel. After that, there will be no more deductions for medical. Only for dental. Oh. Okay. When they stop, when, uh, when they cancel, the money, they stop. Okay. Okay. I understand. I just want to okay. Thank you. Okay, sir. You're more than welcome. Anything else that I can help you with? No. Thank you very much. Okay. Have a great day and thank you for calling Benefits in a Cart. Okay, bye. Bye-bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, my name is Jamal. Hello, Mr. Jamal. How may I help you? Yes, good. Uh, and, uh, I have insurance for Medicare here. I'm sorry. Can you repeat that for me? Uh, I, I have insurance for Medicare. I want to, uh, uh, cancel only I need for teeth if you make me. I have another Medicare. Okay. I have another Medicare. Okay. We are not Medicare. Um... Yeah. We are healthcare administrators for a staffing companies, but healthcare, not Medicare. What is staffing company are you working with? S&H.; S&H; Staffing, okay. May I have, please, the last four digits of your Social Security number? Okay. And all full Social Security? Yes, just the last four digits. Um, 4179. 4179. Thank you and, uh, for security purposes, can you please verify your address and date of birth? Yeah. My address for PO Box and, uh, my 0315 1976. Okay. What is the PO box number? Oh, PO box number. Uh, let me see it. Okay, let me tell you. Hang on a second. Okay, my PO box number was... Okay, which one is that? Okay, 282241. Thank you. What city and state? Uh, Ohio, Columbus. Okay, thank you. 4338 area. Okay. 4338 area. And is your email... Huh? Thank you and is your email jamalibrahim4193@gmail.com? Uh, I am 41, uh, yeah, yeah. Jamal Ibrahim, yeah. Okay. And is your phone number 512-367-3700? Yes, ma'am. Thank you. So you want to cancel the Medicare, but want to keep the dental. Is that correct? Yeah, I want to cancel Medicare. Only I need for that \$4 for teeth, if, uh, impossible. \$4.17. Yeah, \$4.17 for teeth only. Okay. Okay. You need to allow one to two weeks for your employer... Uh, no, seven to 10 business days for them to start making deductions before the cancellation complete. Once cap- cancellation complete, there will be no more deductions. Oh. You may see one or two more deductions before it completes, okay? Okay, for two week? One or two weeks for your, uh, medical coverage to be canceled, complete cancel. The dental is, I mean, that one is still working. Okay. The dental, the dental is still working for \$1.17 something, yes? Uh, it's going to be \$4.17. Yes, sir. Okay. The dental leave it under Medicare and you cancel it? Yes, sir. Okay. All righty. Okay. Um, other than that, is there anything else that I can help you with? Uh, no. Only I want that one. And maybe this week is, uh, the card, next week they card actually will be. I mean, it depends from the company. Uh-huh. Yeah. We don't have- When they send. ... access to that. I mean, the company's the one that decide, but usually takes 7 to 10 day- 7 to 10 days for a coverage to be canceled. Okay. The money they take is still, or they stop? I'm

sorry, the money what? The money they take for \$19 over there for Medicare, they stop for after two weeks? No. The money for the, the, the, the... Okay. You just cancel or request cancellation for your medical coverage. Yes. Cancellations takes between seven to 10 business days. So you may- Mm-hmm. ... see one or two more deductions for the m- medical coverage. Uh-huh. After the cancellation complete. One is complete, you're not going to see any more deductions for a, the medical part. But the deductions for the dental, they will keep going on, because you want to- Yeah, they keep going. ... keep your dental. Yes. Yeah. Okay. The dental, they keep going up, but they take, um, every week for my check and that money, \$19, like this one for Medicare. Yes. That money, when did they stop? Okay. Yes? Yes. Hello. Yes. It will take one to two more weeks, uh, one or two more deductions, uh, for the medical coverage to complete cancel. After that, there will be no more deductions for medical. Only for dental. Oh. Okay. When they stop, when, uh, when they cancel, the money, they stop. Okay. Okay. I understand. I just want to okay. Thank you. Okay, sir. You're more than welcome. Anything else that I can help you with? No. Thank you very much. Okay. Have a great day and thank you for calling Benefits in a Cart. Okay, bye. Bye-bye.