

Transcript: VICTORIA

Taylor-5644161833287680-5383555800678400

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Occur. This is Victoria. How can I help you? Um, I wanna cancel that insurance, um, because they've been taking out \$15 every week out of my check and I already have BlueCross BlueShield. Okay. Uh, what's the name of the agency you work for? Serge Stafford. And the last four of your Social? 6866. And, uh, your first and last name. My name Dequavious Foreman. Okay. Do you mind verifying your address and date of birth? 5739 Cameo Street, April 1st, 1995. And the address, the city is Columbus, Georgia, 31907? Yeah, 31907. Phone number 762-275-1955? Is that 1955? Yes, ma'am. Okay. And then email is first name 75 at gmail.com? Yes, ma'am. Okay. Um, so I know cancellations typically take about one to two weeks to be processed through your payroll. Mm-hmm. So you may see- No, it takes longer. Yeah, because it has to be processed through your payroll department. We don't have access to payroll on our end. Mm-hmm. Okay. Um, so it typically takes about one to two weeks for that to be processed. Um, you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation- Yeah, what's the insurance even called anyway? I'm sorry? What's the name of th- this insurance company anyway? So you have a policy with 90 Degree Benefits. And that's, and that's what, like health or what is dental, like what is it? What is it? So the plan that you're enrolled into is the MEC TelR- TeleRX, which is a preventative medical plan, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. It also comes with a subscription to FreeRX, which is like a prescription plan, and then it also comes with virtual urgent care. Oh, okay, okay, yeah. See, I already pay like \$64 a month already, but I have BlueCross BlueShield now I don't have to pay nothing, like, for like hospitals and urgent care now. Okay. So again, I was just letting you know if you do see one to two more payroll deductions, it'll, it will provide the coverage in case you want to use it. Okay. Um, otherwise I went ahead and submitted a request for it to be canceled. Did you need help with anything else? Uh, no, ma'am. That'll be all. Okay. You have a wonderful day. Uh, you too. Thanks.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on Occur. This is Victoria. How can I help you?

Speaker speaker_2: Um, I wanna cancel that insurance, um, because they've been taking out \$15 every week out of my check and I already have BlueCross BlueShield.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Serge Stafford.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6866.

Speaker speaker_1: And, uh, your first and last name.

Speaker speaker_2: My name Dequavious Foreman.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 5739 Cameo Street, April 1st, 1995.

Speaker speaker_1: And the address, the city is Columbus, Georgia, 31907?

Speaker speaker_2: Yeah, 31907.

Speaker speaker_1: Phone number 762-275-1955?

Speaker speaker_2: Is that 1955? Yes, ma'am.

Speaker speaker_1: Okay. And then email is first name 75 at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, so I know cancellations typically take about one to two weeks to be processed through your payroll.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you may see-

Speaker speaker_2: No, it takes longer.

Speaker speaker_1: Yeah, because it has to be processed through your payroll department. We don't have access to payroll on our end.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: Um, so it typically takes about one to two weeks for that to be processed. Um, you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation-

Speaker speaker_2: Yeah, what's the insurance even called anyway?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: What's the name of th- this insurance company anyway?

Speaker speaker_1: So you have a policy with 90 Degree Benefits.

Speaker speaker_2: And that's, and that's what, like health or what is dental, like what is it? What is it?

Speaker speaker_1: So the plan that you're enrolled into is the MEC TelR- TeleRX, which is a preventative medical plan, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. It also comes with a subscription to FreeRX, which is like a prescription plan, and then it also comes with virtual urgent care.

Speaker speaker_2: Oh, okay, okay, yeah. See, I already pay like \$64 a month already, but I have BlueCross BlueShield now I don't have to pay nothing, like, for like hospitals and urgent care now.

Speaker speaker_1: Okay. So again, I was just letting you know if you do see one to two more payroll deductions, it'll, it will provide the coverage in case you want to use it.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, otherwise I went ahead and submitted a request for it to be canceled. Did you need help with anything else?

Speaker speaker_2: Uh, no, ma'am. That'll be all.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: Uh, you too. Thanks.