

Transcript: Chris Sofield

(deactivated)-5074639902523392-5079297962328064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... your benefits card. This is Chris. How can I help you today? Uh, I was trying to see here, I'm not trying to re-enroll, I was trying to see if I can drop the insurance and stop paying on my check, 'cause I got a different kind of insurance that I'm- Okay. ... I did for the state, so- Okay. ... and basically I can just, uh, stop it all together. Okay. What staffing company do you work with? Uh, MAU. And the last four of your Social? 5914. Thank you. And then your first and last- Yeah, I might pick it back up when they stop, uh, from doing the member-free insurance for United, uh, Healthcare. If they drop it off, we can back up. But right now- Right. ... I got, uh, free insurance, like Blue Cross this year, so- And... Okay. ... so. All right, ma'am. And what is your first and last name? Angela Robinson. Thank you. Can you please verify your address and date of birth? Um, probably, I don't know which address you have on file. I don't know if it's updated. It might be 730 West Houston, but that's where I used to stay and I don't know if I've been in a... I might have been in the profile and updated to 757 West Coffee Street, Mission Parish, Texas, 75460. Yep. That's the one that we have. Okay. And then your date of birth? June 6th, 1969. Thank you. We- Mm-hmm. ... have a phone number of 903-732-8422. Is that correct? Yes, sir. That's correct. All right. Okay. Now, I show it looks like you're enrolled into medical, dental and vision. What... Was there any of this that you wanted to keep or did you want to cancel everything? Well, I was gonna try to do the dental and it's not really the high value of what I need done. It's a higher value of the dental insurance, but I think y'all are the highest I can go, ain't it? Like, uh... There's only a single dental plan. Huh? Excuse me? There's only one dental plan. That's what I'm saying is, like, your basic dental and what I'm needing is, uh, more higher of a value to deal with cleaning my teeth to, like, cleaning my periodic... periodontist, uh, work and, like, braces and all that. And it's just, like, that ain't gonna cover, I guess, just, like, a basic cleaning, like. So it, it wouldn't help me at all. I was trying to get my teeth to using and there wasn't nothing they could do with it. Okay, so- But I'm saying the vision is probably fine and the, like I say, the life insurance, all that can stay, so the glasses and all that, in case I do need that. Okay. So to clarify, again, you have medical, dental and vision, just those three. With, uh- Yes, sir. ... what out of this did you want to cancel and what did you want to keep? The... Okay. Well, you just say the three left or what? You, you have medical, you have dental- Okay. ... and you have vision. Which of these three- Okay. ... did you want to cancel and which did you want to keep, or did you want to cancel everything? Okay. You keep the... just cancel the per- the... I would just keep the vision. Let's say like that, for the glasses. Then we have- Keep the vision and cancel the dent- the dental and the medical? Yeah, for the time being right now. Okay. I can call my father back at it later. So that- Yeah. Okay. So that will bring your total weekly deductions down to \$2.15 per week. It's going to- Okay. ... take one to two weeks for this to process. Once everything- Okay. ...

processes, you should see your deductions drop down from that \$30.55 to the \$2.15. Okay. The Monday after the first deduction of just \$2.15 is when your medical and dental will have canceled and you'll, and you'll just have vision after that. All right. Appreciate you. That's all I... For the time being- All right. ... like I say, it's probably just a couple of years I give this little United Care, so I'll probably call them back to pick it back up. All right, ma'am. Was there anything else I could help you with? No, sir. That'll be all. All right. Thanks for calling and have a good day. You too. Bye-bye. Bye now.

Conversation Format

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

Speaker speaker_1: ... your benefits card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, I was trying to see here, I'm not trying to re-enroll, I was trying to see if I can drop the insurance and stop paying on my check, 'cause I got a different kind of insurance that I'm-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I did for the state, so-

Speaker speaker_1: Okay.

Speaker speaker_2: ... and basically I can just, uh, stop it all together.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5914.

Speaker speaker_1: Thank you. And then your first and last-

Speaker speaker_2: Yeah, I might pick it back up when they stop, uh, from doing the member-free insurance for United, uh, Healthcare. If they drop it off, we can back up. But right now-

Speaker speaker_1: Right.

Speaker speaker_2: ... I got, uh, free insurance, like Blue Cross this year, so-

Speaker speaker_1: And... Okay.

Speaker speaker_2: ... so.

Speaker speaker_1: All right, ma'am. And what is your first and last name?

Speaker speaker_2: Angela Robinson.

Speaker speaker_1: Thank you. Can you please verify your address and date of birth?

Speaker speaker_2: Um, probably, I don't know which address you have on file. I don't know if it's updated. It might be 730 West Houston, but that's where I used to stay and I don't know if I've been in a... I might have been in the profile and updated to 757 West Coffee Street, Mission Parish, Texas, 75460.

Speaker speaker_1: Yep. That's the one that we have.

Speaker speaker_2: Okay.

Speaker speaker_1: And then your date of birth?

Speaker speaker_2: June 6th, 1969.

Speaker speaker_1: Thank you. We-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... have a phone number of 903-732-8422. Is that correct?

Speaker speaker_2: Yes, sir. That's correct.

Speaker speaker_1: All right. Okay. Now, I show it looks like you're enrolled into medical, dental and vision. What... Was there any of this that you wanted to keep or did you want to cancel everything?

Speaker speaker_2: Well, I was gonna try to do the dental and it's not really the high value of what I need done. It's a higher value of the dental insurance, but I think y'all are the highest I can go, ain't it? Like, uh...

Speaker speaker_1: There's only a single dental plan.

Speaker speaker_2: Huh? Excuse me?

Speaker speaker_1: There's only one dental plan.

Speaker speaker_2: That's what I'm saying is, like, your basic dental and what I'm needing is, uh, more higher of a value to deal with cleaning my teeth to, like, cleaning my periodic... periodontist, uh, work and, like, braces and all that. And it's just, like, that ain't gonna cover, I guess, just, like, a basic cleaning, like. So it, it wouldn't help me at all. I was trying to get my teeth to using and there wasn't nothing they could do with it.

Speaker speaker_1: Okay, so-

Speaker speaker_2: But I'm saying the vision is probably fine and the, like I say, the life insurance, all that can stay, so the glasses and all that, in case I do need that.

Speaker speaker_1: Okay. So to clarify, again, you have medical, dental and vision, just those three. With, uh-

Speaker speaker_2: Yes, sir.

Speaker speaker_1: ... what out of this did you want to cancel and what did you want to keep?

Speaker speaker_2: The... Okay. Well, you just say the three left or what?

Speaker speaker_1: You, you have medical, you have dental-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and you have vision. Which of these three-

Speaker speaker_2: Okay.

Speaker speaker_1: ... did you want to cancel and which did you want to keep, or did you want to cancel everything?

Speaker speaker_2: Okay. You keep the... just cancel the per- the... I would just keep the vision. Let's say like that, for the glasses. Then we have-

Speaker speaker_1: Keep the vision and cancel the dent- the dental and the medical?

Speaker speaker_2: Yeah, for the time being right now.

Speaker speaker_1: Okay.

Speaker speaker_2: I can call my father back at it later.

Speaker speaker_1: So that-

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So that will bring your total weekly deductions down to \$2.15 per week. It's going to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... take one to two weeks for this to process. Once everything-

Speaker speaker_2: Okay.

Speaker speaker_1: ... processes, you should see your deductions drop down from that \$30.55 to the \$2.15.

Speaker speaker_2: Okay.

Speaker speaker_1: The Monday after the first deduction of just \$2.15 is when your medical and dental will have canceled and you'll, and you'll just have vision after that.

Speaker speaker_2: All right. Appreciate you. That's all I... For the time being-

Speaker speaker_1: All right.

Speaker speaker_2: ... like I say, it's probably just a couple of years I give this little United Care, so I'll probably call them back to pick it back up.

Speaker speaker_1: All right, ma'am. Was there anything else I could help you with?

Speaker speaker_2: No, sir. That'll be all.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.