

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Chris, how can I help you today? Hi, how you doing? I'm doing all right, ma'am, and yourself? I'm doing good. I was trying to get more information about, um, the insurance, um, with my company, um, y'all had sent me a text. Okay, what staffing company do you work with? Uh, ATC. And the last four of your Social? 6125. Thank you. Your first and last name? Ashley Grayson. Thank you. Ms. Grayson, could you verify your address and date of birth, please? It's 1820 Ryan Hill Road, Thomasville, Alabama 36784. And you said what now? Um, it is September 18th, 1986. Thank you. Phone on file we have is 334-357-2805? Yes. All right, I'm showing it looks like we have a pending enrollment for the VIP Plus Plan for employee and spouse... Um, let's see here... Looks like this was done online as of two days ago... Uh, looks like we're missing your spouse's information though, um... Yeah. Mm-hmm. I thought I had canceled that, I was trying to see what, you know, what kind of insurance is it, like, is it BlueCross Blue Shield, United, uh, Healthcare, that why I was tryna check and see. Oh, none of those, it's not BlueCross or UnitedHealthcare. Um, the insurance plan is going to be through a company called American Public Life. Um, this is a- American Public Life? Um, yeah, this is a limited benefit plan. Um, the end- uh, APL will cover up to a set dollar amount towards services. Um, how it works is that the doctor's going to bill APL first. They will pay towards the bill, and then you are just responsible for whatever is over the dollar amount that they've assigned to that, to whatever service it was. Okay. Okay, well, never mind then, you can go ahead and cancel it. I was just thought it was about, um, I thought it was, like, BlueCross Blue Shield. Okay. We'll go ahead and set up a cancellation for it. Okay. Um, let's see here... All right, just be aware, it does look like it's processed enough that you may see one deduction for one week of coverage for it. But if you see that, that's on- that's going to be the only one you see. Okay, so would it, uh, with the, uh, one week, the, um, what's that, would it, would I go back on, you know, would y'all refund it back or, you know? N- n-no, because this was, uh... You said that I missed? This... Well, no, you, you did fully set up the enrollment, we just didn't have the dependent information, um, but it is still an effective, it's still an effective enrollment. Okay. And so there's no way that you can cancel on your end, you said? I... The cancellation process is typically one to two weeks. Because it's still in a pending process, um, it is going to be just the one week, but there's, there's no way to override that. Okay then. I just check and see, you know... All right, was there anything else? That'll be all. All right, thanks again for calling and have a good day. All right, you too, bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card, this is Chris, how can I help you today?

Speaker speaker_2: Hi, how you doing?

Speaker speaker_1: I'm doing all right, ma'am, and yourself?

Speaker speaker_2: I'm doing good. I was trying to get more information about, um, the insurance, um, with my company, um, y'all had sent me a text.

Speaker speaker_1: Okay, what staffing company do you work with?

Speaker speaker_2: Uh, ATC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6125.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Ashley Grayson.

Speaker speaker_1: Thank you. Ms. Grayson, could you verify your address and date of birth, please?

Speaker speaker_2: It's 1820 Ryan Hill Road, Thomasville, Alabama 36784. And you said what now? Um, it is September 18th, 1986.

Speaker speaker_1: Thank you. Phone on file we have is 334-357-2805?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, I'm showing it looks like we have a pending enrollment for the VIP Plus Plan for employee and spouse... Um, let's see here... Looks like this was done online as of two days ago... Uh, looks like we're missing your spouse's information though, um...

Speaker speaker_2: Yeah.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I thought I had canceled that, I was trying to see what, you know, what kind of insurance is it, like, is it BlueCross Blue Shield, United, uh, Healthcare, that why I was tryna check and see.

Speaker speaker_1: Oh, none of those, it's not BlueCross or UnitedHealthcare. Um, the insurance plan is going to be through a company called American Public Life. Um, this is a-

Speaker speaker_2: American Public Life?

Speaker speaker_1: Um, yeah, this is a limited benefit plan. Um, the end- uh, APL will cover up to a set dollar amount towards services. Um, how it works is that the doctor's going to bill APL first. They will pay towards the bill, and then you are just responsible for whatever is over

the dollar amount that they've assigned to that, to whatever service it was.

Speaker speaker_2: Okay. Okay, well, never mind then, you can go ahead and cancel it. I was just thought it was about, um, I thought it was, like, BlueCross Blue Shield.

Speaker speaker_1: Okay. We'll go ahead and set up a cancellation for it.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, let's see here... All right, just be aware, it does look like it's processed enough that you may see one deduction for one week of coverage for it. But if you see that, that's on- that's going to be the only one you see.

Speaker speaker_2: Okay, so would it, uh, with the, uh, one week, the, um, what's that, would it, would I go back on, you know, would y'all refund it back or, you know?

Speaker speaker_1: N- n-no, because this was, uh...

Speaker speaker_2: You said that I missed?

Speaker speaker_1: This... Well, no, you, you did fully set up the enrollment, we just didn't have the dependent information, um, but it is still an effective, it's still an effective enrollment.

Speaker speaker_2: Okay. And so there's no way that you can cancel on your end, you said?

Speaker speaker_1: I... The cancellation process is typically one to two weeks. Because it's still in a pending process, um, it is going to be just the one week, but there's, there's no way to override that.

Speaker speaker_2: Okay then. I just check and see, you know...

Speaker speaker_1: All right, was there anything else?

Speaker speaker_2: That'll be all.

Speaker speaker_1: All right, thanks again for calling and have a good day.

Speaker speaker_2: All right, you too, bye.

Speaker speaker_1: Bye-bye.