

Transcript: Chris Sofield

(deactivated)-6335116600721408-5140586404823040

Full Transcript

Thank you for calling Benefits in a Card, this is Chris Huck- Hello, I, uh, would just like to cancel the insurance that I got through, um, Surge Staffing. Okay. Last four of your social? 5965... First and last name? Tyler Kerkes, K-E-R-K-E-S. Thank you. Please verify your address and date of birth, Mr. Kerkes. It's, uh, 29 Cherry Street, Gloucester, Ohio, 8/29/2002. Thank you. Phone number file is 740-818-3276. Yep. All right. Cancellation, uh, has been started. Cancellation will take one to two weeks to fully process. It, uh, has gotta go through Surge's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most. All right. Thank you. Okay. No problem. Anything else? Um, yeah, actually, I, I also... So, I was trying to, uh, get a Tdap shot a few weeks ago, um, and I h- I have Medicare and Medicaid. Um, when I signed up, when I got put onto the, your guys' insurance, um, and it wouldn't, they wouldn't take my Medicaid, did you think that would click, like should it go through now- I- ... or is that gonna take until after the cancellation is complete? I'm not sure. You'll have to, you'll have to ask your, who, uh, your Medicaid administrator for that. All right. Okay. Well, thank you. You're welcome. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Chris Huck-

Speaker speaker_1: Hello, I, uh, would just like to cancel the insurance that I got through, um, Surge Staffing.

Speaker speaker_0: Okay. Last four of your social?

Speaker speaker_1: 5965...

Speaker speaker_0: First and last name?

Speaker speaker_1: Tyler Kerkes, K-E-R-K-E-S.

Speaker speaker_0: Thank you. Please verify your address and date of birth, Mr. Kerkes.

Speaker speaker_1: It's, uh, 29 Cherry Street, Gloucester, Ohio, 8/29/2002.

Speaker speaker_0: Thank you. Phone number file is 740-818-3276.

Speaker speaker_1: Yep.

Speaker speaker_0: All right. Cancellation, uh, has been started. Cancellation will take one to two weeks to fully process. It, uh, has gotta go through Surge's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Okay. No problem. Anything else?

Speaker speaker_1: Um, yeah, actually, I, I also... So, I was trying to, uh, get a Tdap shot a few weeks ago, um, and I h- I have Medicare and Medicaid. Um, when I signed up, when I got put onto the, your guys' insurance, um, and it wouldn't, they wouldn't take my Medicaid, did you think that would click, like should it go through now-

Speaker speaker_0: I-

Speaker speaker_1: ... or is that gonna take until after the cancellation is complete?

Speaker speaker_0: I'm not sure. You'll have to, you'll have to ask your, who, uh, your Medicaid administrator for that.

Speaker speaker_1: All right. Okay. Well, thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye-bye.