

## **Transcript: Estefania**

**Acevedo-4630987754881024-6435439142944768**

### **Full Transcript**

Thank you for call- your call, my name is Stephanie, how can I assist you? Um, yes, I just had a question about my insurance. Okay, what staffing agency do you work for and the last four of your Social? Um, I work for WorkSource and the last four is 4020. And your first and last name, please. Shay Mills. You said WorkSource, right? Yes. Shay Mills, can you please verify your address and date of birth for security purposes? My address is 14613 Lawrence 1170 in Aurora, Missouri, 65605. Date of birth is 11-29-2001. Then I have 417-229-9484 as your phone number and Shay.Mills.01@yahoo.com. Is that up-to-date? Yes. Okay. What was your question? So, um, well, I kind of have an issue. Whenever I was doing my paperwork, I put that I only needed dental and vision. Mm-hmm. Because I am currently on my parents' health insurance and if I have any other health insurance then they won't accept any of my claims and will basically kick me off. Oh. So I was won- I was wondering if there was a way to change it to just- Yep. ... dental and vision. Yeah. So I can cancel that for you 'cause you do have a... You have a preventative plan which is the MEC standalone. Do you want me to cancel that one? Uh, yes. Is there a way to just do dental and vision? Yeah. Yeah, you can keep dental and vision by itself and it looks like, um, that your staffing agency contributes to your vision, so you would actually only be paying for dental. Okay, perfect. Yeah. Um, I- I just don't want to mess up my insurance with, through my parents because I do- Gotcha. ... have a couple claims there. Okay, yeah, that's fine. I understand. Um, I do have to let you know however that the cancellations and changes do take seven to 10 days to process so there is a possibility that you may experience one or two deductions still of \$17.97. Um, but once you see the new deduction of the 364, that's when you only have dental and vision. Okay, perfect. Okay, but I went ahead and, um, took you off of the MEC. So if you- Okay. S- ... do see one or two deductions still, the \$17.97, that's completely normal due to the how long it takes for the changes to process but once you see the new one of 364 that's when you only have dental and vision, like I said. Okay, thank you so much. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for call- your call, my name is Stephanie, how can I assist you?

Speaker speaker\_1: Um, yes, I just had a question about my insurance.

Speaker speaker\_0: Okay, what staffing agency do you work for and the last four of your Social?

Speaker speaker\_1: Um, I work for WorkSource and the last four is 4020.

Speaker speaker\_0: And your first and last name, please.

Speaker speaker\_1: Shay Mills.

Speaker speaker\_0: You said WorkSource, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Shay Mills, can you please verify your address and date of birth for security purposes?

Speaker speaker\_1: My address is 14613 Lawrence 1170 in Aurora, Missouri, 65605. Date of birth is 11-29-2001.

Speaker speaker\_0: Then I have 417-229-9484 as your phone number and Shay.Mills.01@yahoo.com. Is that up-to-date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. What was your question?

Speaker speaker\_1: So, um, well, I kind of have an issue. Whenever I was doing my paperwork, I put that I only needed dental and vision.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Because I am currently on my parents' health insurance and if I have any other health insurance then they won't accept any of my claims and will basically kick me off.

Speaker speaker\_0: Oh.

Speaker speaker\_1: So I was won- I was wondering if there was a way to change it to just-

Speaker speaker\_0: Yep.

Speaker speaker\_1: ... dental and vision.

Speaker speaker\_0: Yeah. So I can cancel that for you 'cause you do have a... You have a preventative plan which is the MEC standalone. Do you want me to cancel that one?

Speaker speaker\_1: Uh, yes. Is there a way to just do dental and vision?

Speaker speaker\_0: Yeah. Yeah, you can keep dental and vision by itself and it looks like, um, that your staffing agency contributes to your vision, so you would actually only be paying for dental.

Speaker speaker\_1: Okay, perfect. Yeah.

Speaker speaker\_0: Um, I-

Speaker speaker\_1: I just don't want to mess up my insurance with, through my parents because I do-

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: ... have a couple claims there.

Speaker speaker\_0: Okay, yeah, that's fine. I understand. Um, I do have to let you know however that the cancellations and changes do take seven to 10 days to process so there is a possibility that you may experience one or two deductions still of \$17.97. Um, but once you see the new deduction of the 364, that's when you only have dental and vision.

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: Okay, but I went ahead and, um, took you off of the MEC. So if you-

Speaker speaker\_1: Okay. S-

Speaker speaker\_0: ... do see one or two deductions still, the \$17.97, that's completely normal due to the how long it takes for the changes to process but once you see the new one of 364 that's when you only have dental and vision, like I said.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.