

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. This is Tracy with APL. How are you today? Good. How about you? I'm doing fine, thank you. So I have a member on the line, he's with Integrity Trade Services. His name is Joseph B- Varney, V-A-R-N-E-Y, and the last four of his social was 2275. He is calling because he wants to cancel his dental coverage. Okay, yeah. You said Integrity Trade Services? Correct. Okay. And then, uh, what was his first and last name again? You said Joseph? It's... Doesn't have an H on it. It's J-O-S-E-P, according to our records, and B-A-R-N-E-Y is the last name. Okay, thank you. Um, if you wish, I can go ahead and speak to the member. Perfect. Okay. Well, thank you so much, and I hope you have a nice evening, Stephanie. Thank you. You, too. Thank you. Bye-bye. Bye. Hey, good afternoon. Um, from Benefits in a Card. Do I have the pleasure of speaking with Mr. Joseph? Yeah. Um, for security purposes, could you please verify your address for me as well as your date of birth? It's, um, 308 We All Proud Road, Otisco, Indiana, 47163. Date of birth, 11/01/1978. Thank you. Is your phone number still the 812-725-4696? No, it's 502-649-3352. Okay, thank you. And then I have your last name, first name with the H 1970a at gmail.com. Is that still up-to-date? Yeah. Okay. And then due to the fact that the call's being recorded, um, she stated that you wanted to cancel your dental coverage. Is that correct? Yeah. Okay. Please be advised that it takes seven to 10 days for any cancellations to process. Um, so you still may experience one or two deductions, but I can go ahead and cancel your coverage. I just do have- Okay. ... to inform you o' that, okay? All right. Okay, so I went ahead and canceled that dental coverage. Um, like I said, you still may experience one or two deductions, but it shouldn't pass two, okay? Okay, um, what about... Would I be a-... Is it too late to add, like, vision on there now, though? Uh, give me one second. Let me verify. So, yes, your last day to enroll anything would be the 27th... 22nd, yeah, of November. So I still have time to add that? Yes, sir. You have time to add additional plans. Um, do you want to go ahead and do that? Uh, can I ask you, if I do that, do y-... Could you possibly know what that would cover under vision then? Yeah. I can go over the plans if you want. Yeah. I- Or- ... I have to know 'cause- Mm-hmm. ... 'cause I'm needing glasses. Okay. Uh, do you want me to go over all the plans or just the vision? Just the vision. Okay. Okay, so for the vision, um, it only requires copay. So for in the area of the eye exam, you would be required a co-payment of \$10 for... Give me one second. This is not... Give me one second. Sorry. It's loading. Okay, so for vision, you're required a copay for an eye exam of just \$10, a copay for lenses and frames of \$25, and you have a frame allowance of \$130. If you were to select the vision plan for employee only, that would be a weekly deduction of \$2.18. For employee and spouse it would be \$4.41, and for employee and child, \$5.02. For the family plan, it would be 7.74. Uh, yeah, go ahead and add that just for the self. Okay. He gets 70.

How come you had to pay \$8 for one? I, I- 'Cause it was still on hold and TJ Oh, okay. But- Get his money back ... he still, um... And then did you want to do employee only or did you want to add dependents? Just employee only. Okay. Okay, so I went ahead and canceled your dental. So you may still experience one or two deductions with that dental plan. And then for the new one, please allow one or two weeks for your employer to start making that deduction for your vision plan. Once you see the first deduction of \$2.18, the following Monday is when your coverage becomes active for that vision plan. And then that first week of your activation week, that Thursday or Friday, you should be receiving your vision card. Okay? Okay, thank you. That'll work. You're welcome. I hope you have a great day. Thank you. You, too. Mm, bye-bye. Bye. Have a nice day. Have a good day. Thank you. You, too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, Stephanie. This is Tracy with APL. How are you today?

Speaker speaker_1: Good. How about you?

Speaker speaker_2: I'm doing fine, thank you. So I have a member on the line, he's with Integrity Trade Services. His name is Joseph B- Varney, V-A-R-N-E-Y, and the last four of his social was 2275. He is calling because he wants to cancel his dental coverage.

Speaker speaker_1: Okay, yeah. You said Integrity Trade Services?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And then, uh, what was his first and last name again? You said Joseph?

Speaker speaker_2: It's... Doesn't have an H on it. It's J-O-S-E-P, according to our records, and B-A-R-N-E-Y is the last name.

Speaker speaker_1: Okay, thank you. Um, if you wish, I can go ahead and speak to the member.

Speaker speaker_2: Perfect. Okay. Well, thank you so much, and I hope you have a nice evening, Stephanie.

Speaker speaker_1: Thank you. You, too.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye. Hey, good afternoon. Um, from Benefits in a Card. Do I have the pleasure of speaking with Mr. Joseph?

Speaker speaker_3: Yeah.

Speaker speaker_1: Um, for security purposes, could you please verify your address for me as well as your date of birth?

Speaker speaker_3: It's, um, 308 We All Proud Road, Otisco, Indiana, 47163. Date of birth, 11/01/1978.

Speaker speaker_1: Thank you. Is your phone number still the 812-725-4696?

Speaker speaker_3: No, it's 502-649-3352.

Speaker speaker_1: Okay, thank you. And then I have your last name, first name with the H 1970a at gmail.com. Is that still up-to-date?

Speaker speaker_3: Yeah.

Speaker speaker_1: Okay. And then due to the fact that the call's being recorded, um, she stated that you wanted to cancel your dental coverage. Is that correct?

Speaker speaker_3: Yeah.

Speaker speaker_1: Okay. Please be advised that it takes seven to 10 days for any cancellations to process. Um, so you still may experience one or two deductions, but I can go ahead and cancel your coverage. I just do have-

Speaker speaker_3: Okay.

Speaker speaker_1: ... to inform you o' that, okay?

Speaker speaker_3: All right.

Speaker speaker_1: Okay, so I went ahead and canceled that dental coverage. Um, like I said, you still may experience one or two deductions, but it shouldn't pass two, okay?

Speaker speaker_3: Okay, um, what about... Would I be a-... Is it too late to add, like, vision on there now, though?

Speaker speaker_1: Uh, give me one second. Let me verify. So, yes, your last day to enroll anything would be the 27th... 22nd, yeah, of November.

Speaker speaker_3: So I still have time to add that?

Speaker speaker_1: Yes, sir. You have time to add additional plans. Um, do you want to go ahead and do that?

Speaker speaker_3: Uh, can I ask you, if I do that, do y-... Could you possibly know what that would cover under vision then?

Speaker speaker_1: Yeah. I can go over the plans if you want.

Speaker speaker_3: Yeah. I-

Speaker speaker_1: Or-

Speaker speaker_3: ... I have to know 'cause-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... 'cause I'm needing glasses.

Speaker speaker_1: Okay. Uh, do you want me to go over all the plans or just the vision?

Speaker speaker_3: Just the vision.

Speaker speaker_1: Okay. Okay, so for the vision, um, it only requires copay. So for in the area of the eye exam, you would be required a co-payment of \$10 for... Give me one second. This is not... Give me one second. Sorry. It's loading. Okay, so for vision, you're required a copay for an eye exam of just \$10, a copay for lenses and frames of \$25, and you have a frame allowance of \$130. If you were to select the vision plan for employee only, that would be a weekly deduction of \$2.18. For employee and spouse it would be \$4.41, and for employee and child, \$5.02. For the family plan, it would be 7.74.

Speaker speaker_3: Uh, yeah, go ahead and add that just for the self.

Speaker speaker_1: Okay.

Speaker speaker_4: He gets 70.

Speaker speaker_3: How come you had to pay \$8 for one? I, I-

Speaker speaker_4: 'Cause it was still on hold and TJ

Speaker speaker_0: Oh, okay.

Speaker speaker_3: But-

Speaker speaker_0: Get his money back

Speaker speaker_5: ... he still, um...

Speaker speaker_1: And then did you want to do employee only or did you want to add dependents?

Speaker speaker_3: Just employee only.

Speaker speaker_1: Okay. Okay, so I went ahead and canceled your dental. So you may still experience one or two deductions with that dental plan. And then for the new one, please allow one or two weeks for your employer to start making that deduction for your vision plan. Once you see the first deduction of \$2.18, the following Monday is when your coverage becomes active for that vision plan. And then that first week of your activation week, that Thursday or Friday, you should be receiving your vision card. Okay?

Speaker speaker_3: Okay, thank you. That'll work.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_3: Thank you. You, too. Mm, bye-bye.

Speaker speaker_1: Bye. Have a nice day.

Speaker speaker_3: Have a good day.

Speaker speaker_1: Thank you. You, too.