

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, this is Sam from APL. I have an insured on the line and she wanted to make changes to her policy. She said that she got a text that it was open enrollment. Okay. Um, and she's just going through- Yeah, you can transfer her if you want. Oh, right. Thank you. You're welcome. Hey, and, and her name is Kimberly. Okay. Thank you. Thank you. Um... I'm so sorry. Um, okay, here she comes. I am so sorry. No, you're fine. Hello? Hello. Hey, um, good afternoon. Um, I... The representative was telling me that you wanted to make changes to your plan. Yeah, I was gonna ask you, what's the staffing agency that you work for? The name? It's Tera, it's Tera, uh, Versa-Versana, Tera. Okay. And then what were the last four of your social? It's, uh, 5115. Okay, thank you. And your first and last name? I believe she said Kimberly was your first name. Yes. And last name is Lacross, L-A- Okay. ... capital T, R-O-S-S. Okay, thank you. Um, for security purposes, could you please verify your address and your date of birth for me? Yes. It's 7221 South 5th Street, Tacoma, Washington 98409. And it's, um... And my date of birth is, uh, 09/30/1971. Okay. Is your phone number still the 253-209-9341? Yes, it is. And then I have tras_20_24@icloud.com. Is that up-to-date? Yes, it is. Okay. And then what were the changes that you were trying to make? I was just wondering if I could add on, um, a... If I could add, add on that mental health? Okay, yeah. Okay. And then keep everything how it is? Yes. Okay. Okay. I was wondering, is there any way I could, um, cancel this policy at any time? On the mental health? Yeah, they don't have regulations that make you, like, keep it, so at any time you're welcome to, um, remove it. But I was looking to see which ones they offer, and it looks like they don't offer behavioral health anymore. Um, I did see that you have that. So you have that right now, but for your future- Oh, I do? But... Yes. But for your future coverage, that begins on the 23rd of December, you won't have it anymore, 'cause it looks like they won't offer it anymore for their members that work in that company. Oh, man. Yeah, 'cause I'm looking to see... I was trying to add something to your plan, but that's not... Any more. Offer behavioral health in the future anymore. So right now, let me see. Right now, you have coverage for behavioral health as of, as of from the week of the 2nd to the 8th. Oh, okay. And we're still waiting on receiving the, the payment for this week. So right now you still have that, um, that behavioral health in your coverage, but it looks like they won't offer it in the future anymore. 'Cause I'm looking at your rollover for your plans and the only ones there are dental, the VIP plus bundle, which would be, um, dental and then your hospital indemnity plan and your preventative plan, and then the behavioral health doesn't exist anymore on that rollover. And I was trying to add it, but they don't offer it anymore. Okay. So when's it, when is he going to get rid of it? Can you tell me? The new one? The rollover? Yeah. The rollover, um, it looks like it begins on the 23rd. Of this month? Yes. So it looks like on the 23rd is when that new

one starts, which only is gonna be dental, VIP plus and then the MEC. Um, it looks like they don't- And then- ... they're not offering behavioral health anymore for their members. Okay, thank you so much. I appreciate it. You're welcome. I'm sorry. That's okay. Thank you. You're welcome. Have a nice day. 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 on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, this is Sam from APL. I have an insured on the line and she wanted to make changes to her policy. She said that she got a text that it was open enrollment.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, and she's just going through-

Speaker speaker_1: Yeah, you can transfer her if you want.

Speaker speaker_2: Oh, right. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Hey, and, and her name is Kimberly.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you. Thank you. Um... I'm so sorry. Um, okay, here she comes. I am so sorry.

Speaker speaker_1: No, you're fine. Hello?

Speaker speaker_3: Hello.

Speaker speaker_1: Hey, um, good afternoon. Um, I... The representative was telling me that you wanted to make changes to your plan.

Speaker speaker_3: Yeah, I was gonna ask you, what's the staffing agency that you work for? The name? It's Tera, it's Tera, uh, Versa- Versana, Tera.

Speaker speaker_1: Okay. And then what were the last four of your social?

Speaker speaker_3: It's, uh, 5115.

Speaker speaker_1: Okay, thank you. And your first and last name? I believe she said Kimberly was your first name.

Speaker speaker_3: Yes. And last name is Lacross, L-A-

Speaker speaker_1: Okay.

Speaker speaker_3: ... capital T, R-O-S-S.

Speaker speaker_1: Okay, thank you. Um, for security purposes, could you please verify your address and your date of birth for me?

Speaker speaker_3: Yes. It's 7221 South 5th Street, Tacoma, Washington 98409. And it's, um... And my date of birth is, uh, 09/30/1971.

Speaker speaker_1: Okay. Is your phone number still the 253-209-9341?

Speaker speaker_3: Yes, it is.

Speaker speaker_1: And then I have tras_20_24@icloud.com. Is that up-to-date?

Speaker speaker_3: Yes, it is.

Speaker speaker_1: Okay. And then what were the changes that you were trying to make?

Speaker speaker_3: I was just wondering if I could add on, um, a... If I could add, add on that mental health?

Speaker speaker_1: Okay, yeah. Okay. And then keep everything how it is?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Okay.

Speaker speaker_3: I was wondering, is there any way I could, um, cancel this policy at any time? On the mental health?

Speaker speaker_1: Yeah, they don't have regulations that make you, like, keep it, so at any time you're welcome to, um, remove it. But I was looking to see which ones they offer, and it looks like they don't offer behavioral health anymore. Um, I did see that you have that. So you have that right now, but for your future-

Speaker speaker_3: Oh, I do?

Speaker speaker_1: But... Yes. But for your future coverage, that begins on the 23rd of December, you won't have it anymore, 'cause it looks like they won't offer it anymore for their members that work in that company.

Speaker speaker_3: Oh, man.

Speaker speaker_1: Yeah, 'cause I'm looking to see... I was trying to add something to your plan, but that's not... Any more. Offer behavioral health in the future anymore. So right now, let me see. Right now, you have coverage for behavioral health as of, as of from the week of the 2nd to the 8th.

Speaker speaker_3: Oh, okay.

Speaker speaker_1: And we're still waiting on receiving the, the payment for this week. So right now you still have that, um, that behavioral health in your coverage, but it looks like they won't offer it in the future anymore. 'Cause I'm looking at your rollover for your plans and the

only ones there are dental, the VIP plus bundle, which would be, um, dental and then your hospital indemnity plan and your preventative plan, and then the behavioral health doesn't exist anymore on that rollover. And I was trying to add it, but they don't offer it anymore.

Speaker speaker_3: Okay. So when's it, when is he going to get rid of it? Can you tell me?

Speaker speaker_1: The new one? The rollover?

Speaker speaker_3: Yeah.

Speaker speaker_1: The rollover, um, it looks like it begins on the 23rd.

Speaker speaker_3: Of this month?

Speaker speaker_1: Yes. So it looks like on the 23rd is when that new one starts, which only is gonna be dental, VIP plus and then the MEC. Um, it looks like they don't-

Speaker speaker_3: And then-

Speaker speaker_1: ... they're not offering behavioral health anymore for their members.

Speaker speaker_3: Okay, thank you so much. I appreciate it.

Speaker speaker_1: You're welcome. I'm sorry.

Speaker speaker_3: That's okay. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_3: You too.