

## **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? Hello. Uh, this is Coy Manyon. Um, I, I have Benefits in a Card through Surge and I've, I've been wondering if I could be taken off of that. Okay. Yeah, I can help you. Um, what are the last four of your social? 1313. Okay. Thank you. And then what's your first and last name? Coy Manyon. C-O-Y M-A-N-I-O-N. Okay. Thank you. For security purposes, could you please verify your address as well as your date of birth for me? 37 Samaritan Avenue, Ashland, Ohio and, um, 3/10/03. Okay. Thank you. 419-709-0880 is your phone number? Yeah. Yes. And then I have your first name, last name at gmail.com as an email on file is up to date? Yep. Okay. You said you wanted to cancel your coverage. Is that correct? Yep. And then I was gonna advise to you that it takes seven to 10 days for any cancellations to process, so you still may experience one or two deductions. Okay. Okay? Um, but I went ahead and did that cancellation. Okay. Did you have any questions for me? Yeah, one second. What is the name of the coverage? What's the name of the coverage? It was the MEC TeleRx for \$15.16. Wait, what was that again? And it's... It's called the MEC TeleRx. That plan is your preventative plan, so it would cover like one physical visit a year, some vaccinations, some STD and cancer screening, and even some counseling. Okay. But it wouldn't cover any doctor visits if you get sick, any hospital visits if you get injured, any urgent care visits, any emergency room visits, nor any surgeries. Oh. So it was only a preventative plan. Wait, which... It, it was like MET? M-E-T? Was that what it was? Um, I'm not really knowledgeable with that insurance, but I know it's for preventative services. I just couldn't hear the name. MEC TeleRx. Okay, I've got it. TeleRx? Yes. Correct. T-E-L-L-A? No. M as in Mary. Mm-hmm. E as in Eric, C as in Charlie, and then TeleRx, so T-E-L-E-R-X. And that's R as in ray, X as in x-ray? Correct. Mm-hmm. Okay. And..... That was ongoing. And do we know when that started for Coy? So Surge Auto enrolls their members into that plan. Um, they give you 30 days from the day that you receive your first check to either enroll into that plan and other plans or opt out. But it looks like it is started on August 24. I'm sorry, on August 26th of this year. August 26th, 2025. 2025. And then do, do we know what the end date's gonna be or 2025? Not 2025, 2024. Oh, yeah. So, uh, so, um, it does take seven to 10 business days for the cancellations to process, so you still may experience one or two deductions, but it shouldn't pass two. Okay. Okay, yeah. We're not too concerned about the deduction, but we just need to verify that this is ending, uh- Okay. ... with, with Medicaid. Is there, is there any way that we could- Mm-hmm. ... document stating the end date? So, like I said, it takes seven to 10 business days for the cancellation to process, so I don't know if they're gonna still do two deductions or just one. I understand. All right. Yes, sir. And then after, after 10 days, we can swing back and have some sort of... Get them to send a PDF or something about this being terminated. So if you

want, um, we can request a cancellation confirmation. That's exactly what we're looking for. Is that something we can pick up in Ashland, or is that something that- So they'll email it to you. Is that a good email to send it to, the coylastname@gmail.com? Yeah. Okay. Yeah, that works. And I believe it typically takes like 24 hours for the main office to, um, email that to you. But I'll go ahead and put that request in that you want a cancellation confirmation just so that you're sure that it did get canceled. But I went ahead and did the cancellation. Okay. But you should be receiving an email at that email file. And if you don't get it for some reason, you're always welcome to give us a call. All right. All right. Any more questions? Nope. That should be all. All right. Well, thank you for your time. I hope you have a great day. Thank you. You too. Bye. Bye.

## Conversation Format

Speaker speaker\_0: 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?

Speaker speaker\_1: Hello. Uh, this is Coy Manyon. Um, I, I have Benefits in a Card through Surge and I've, I've been wondering if I could be taken off of that.

Speaker speaker\_0: Okay. Yeah, I can help you. Um, what are the last four of your social?

Speaker speaker\_1: 1313.

Speaker speaker\_0: Okay. Thank you. And then what's your first and last name?

Speaker speaker\_1: Coy Manyon. C-O-Y M-A-N-I-O-N.

Speaker speaker\_0: Okay. Thank you. For security purposes, could you please verify your address as well as your date of birth for me?

Speaker speaker\_1: 37 Samaritan Avenue, Ashland, Ohio and, um, 3/10/03.

Speaker speaker\_0: Okay. Thank you. 419-709-0880 is your phone number?

Speaker speaker\_1: Yeah. Yes.

Speaker speaker\_0: And then I have your first name, last name at gmail.com as an email on file is up to date?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. You said you wanted to cancel your coverage. Is that correct?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And then I was gonna advise to you that it takes seven to 10 days for any cancellations to process, so you still may experience one or two deductions.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? Um, but I went ahead and did that cancellation.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Did you have any questions for me?

Speaker speaker\_1: Yeah, one second. What is the name of the coverage? What's the name of the coverage?

Speaker speaker\_0: It was the MEC TeleRx for \$15.16.

Speaker speaker\_1: Wait, what was that again?

Speaker speaker\_0: And it's... It's called the MEC TeleRx. That plan is your preventative plan, so it would cover like one physical visit a year, some vaccinations, some STD and cancer screening, and even some counseling.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But it wouldn't cover any doctor visits if you get sick, any hospital visits if you get injured, any urgent care visits, any emergency room visits, nor any surgeries.

Speaker speaker\_1: Oh.

Speaker speaker\_0: So it was only a preventative plan.

Speaker speaker\_1: Wait, which... It, it was like MET? M-E-T? Was that what it was?

Speaker speaker\_0: Um, I'm not really knowledgeable with that insurance, but I know it's for preventative services.

Speaker speaker\_1: I just couldn't hear the name.

Speaker speaker\_0: MEC TeleRx.

Speaker speaker\_1: Okay, I've got it. TeleRx?

Speaker speaker\_0: Yes. Correct.

Speaker speaker\_1: T-E-L-L-A?

Speaker speaker\_0: No. M as in Mary.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: E as in Eric, C as in Charlie, and then TeleRx, so T-E-L-E-R-X.

Speaker speaker\_1: And that's R as in ray, X as in x-ray?

Speaker speaker\_0: Correct. Mm-hmm.

Speaker speaker\_1: Okay. And..... That was ongoing. And do we know when that started for Coy?

Speaker speaker\_0: So Surge Auto enrolls their members into that plan. Um, they give you 30 days from the day that you receive your first check to either enroll into that plan and other plans or opt out. But it looks like it is started on August 24. I'm sorry, on August 26th of this

year.

Speaker speaker\_1: August 26th, 2025. 2025. And then do, do we know what the end date's gonna be or 2025? Not 2025, 2024. Oh, yeah.

Speaker speaker\_0: So, uh, so, um, it does take seven to 10 business days for the cancellations to process, so you still may experience one or two deductions, but it shouldn't pass two.

Speaker speaker\_1: Okay. Okay, yeah. We're not too concerned about the deduction, but we just need to verify that this is ending, uh-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... with, with Medicaid. Is there, is there any way that we could-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... document stating the end date?

Speaker speaker\_0: So, like I said, it takes seven to 10 business days for the cancellation to process, so I don't know if they're gonna still do two deductions or just one.

Speaker speaker\_1: I understand. All right.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: And then after, after 10 days, we can swing back and have some sort of... Get them to send a PDF or something about this being terminated.

Speaker speaker\_0: So if you want, um, we can request a cancellation confirmation.

Speaker speaker\_1: That's exactly what we're looking for. Is that something we can pick up in Ashland, or is that something that-

Speaker speaker\_0: So they'll email it to you. Is that a good email to send it to, the coylastname@gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah, that works.

Speaker speaker\_0: And I believe it typically takes like 24 hours for the main office to, um, email that to you. But I'll go ahead and put that request in that you want a cancellation confirmation just so that you're sure that it did get canceled. But I went ahead and did the cancellation.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But you should be receiving an email at that email file. And if you don't get it for some reason, you're always welcome to give us a call.

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. Any more questions?

Speaker speaker\_1: Nope. That should be all.

Speaker speaker\_0: All right. Well, thank you for your time. I hope you have a great day.

Speaker speaker\_1: Thank you. You too. Bye.

Speaker speaker\_0: Bye.