

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Um, can you go over what benefits I have with you guys, please? Yes, ma'am. What, um, staff and agency are you with? The Resource. And then what are the last four of your Social? 9323. Your first and last name, please? Carolyn Morton. For security purposes, Ms. Morton, can you verify your address and date of birth? 112 Timber Creek Court in King, North Carolina, 27021. And my birthday is 3-21-69. Is 743-999-0220 your phone number still? Yes. And then what was your email? carolynmorton@yahoo.com. Okay. Thank you, ma'am. All right. Let me see what plans you have. Okay. So it looks like you've been active since February 10th, and you currently have group accident for employee plus ch- sorry, group accident for employee plus spouse for \$2.74 weekly. You have dental for employee plus spouse for \$6.50 weekly. Short-term disability for employee only for \$3.66 weekly. Your term life plan for employee plus spouse for \$2.36 weekly. Your VIP Classic, which is your medical plan for employee plus spouse for \$35.76 weekly. And then your MEC Tele-RF, which is your preventative plan for employee plus spouse being \$20.55 for a weekly deduction of \$71.57. Okay. So I'd like to cancel the, the medical part of it. Okay. So you have two medical plans. The VIP Classic is the one that covers doctor visits that's sick, hospital visits if injured, urgent care, emergency room, and surgeries. And then the MEC Tele-RF being the one that would cover, like, well, physical visits, um, some vaccinations, some STD and cancer screening. Um, did you want to cancel those two? Which one includes prescriptions? So both of them have, um, prescription benefits. For your VIP Classic, you would go through Pharmacoville. And with your MEC Tele-RF being your preventative plan, you would go through Alesar. So both of them offer prescription benefits. Um, with your VIP Classic, you're not required to stay within the network, so you could be using clinics and doctors outside of the network. As long as they take that insurance, you can use it. However, with your MEC Tele-RF being your preventative plan, that way you do have to stay only within the network and only use their clinics to receive coverage. Okay. Then I need to cancel both of those. Okay. Both of them? And then did you still want to keep group accident, dental, short-term, and term life? Yes. Okay. All right. So I'll thin you out from your VIP Classic and from your MEC Tele-RF. With those two off, you would be paying a new weekly deduction of \$15.26 weekly. Um, I do have to let you know, however, that it does take 7 to 10 days for any changes to process, any, any cancellations to process as well. So you still may experience one or two deductions of \$71.57. But once you see that new deduction of the \$15.26, that's when those other two plans, um, get canceled out completely. So there's a possibility that you may see one or two deductions still of the \$75. Okay. Um, if that's the case, will it not be refunded to me? No, 'cause that's how long the proc- um, the cancellation process takes. So there's no refunds 'cause of that. Okay. All right. Well- How is that? Is that fine? I mean, yeah. Don't think that I have a choice,

right? Yeah. Unfortunately not. Um, so do you allow me to make these changes? Um, so, so far it's just gonna be dental, short-term, term life, and then your group accident. Do you authorize me to do these changes in your file? Uh, yes. Okay. All right. Those changes have been done. Just keep in mind you may still experience one or two deductions of the \$71.57. Hopefully, it's just one. Okay. Thank you very much. All right. You're welcome. Have a nice day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. Um, can you go over what benefits I have with you guys, please?

Speaker speaker\_0: Yes, ma'am. What, um, staff and agency are you with?

Speaker speaker\_1: The Resource.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 9323.

Speaker speaker\_0: Your first and last name, please?

Speaker speaker\_1: Carolyn Morton.

Speaker speaker\_0: For security purposes, Ms. Morton, can you verify your address and date of birth?

Speaker speaker\_1: 112 Timber Creek Court in King, North Carolina, 27021. And my birthday is 3-21-69.

Speaker speaker\_0: Is 743-999-0220 your phone number still?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then what was your email?

Speaker speaker\_1: carolynmorton@yahoo.com.

Speaker speaker\_0: Okay. Thank you, ma'am. All right. Let me see what plans you have. Okay. So it looks like you've been active since February 10th, and you currently have group accident for employee plus ch- sorry, group accident for employee plus spouse for \$2.74 weekly. You have dental for employee plus spouse for \$6.50 weekly. Short-term disability for employee only for \$3.66 weekly. Your term life plan for employee plus spouse for \$2.36 weekly. Your VIP Classic, which is your medical plan for employee plus spouse for \$35.76 weekly. And then your MEC Tele-RF, which is your preventative plan for employee plus spouse being \$20.55 for a weekly deduction of \$71.57.

Speaker speaker\_1: Okay. So I'd like to cancel the, the medical part of it.

Speaker speaker\_0: Okay. So you have two medical plans. The VIP Classic is the one that covers doctor visits that's sick, hospital visits if injured, urgent care, emergency room, and surgeries. And then the MEC Tele-RF being the one that would cover, like, well, physical visits, um, some vaccinations, some STD and cancer screening. Um, did you want to cancel those two?

Speaker speaker\_1: Which one includes prescriptions?

Speaker speaker\_0: So both of them have, um, prescription benefits. For your VIP Classic, you would go through Pharmacoville. And with your MEC Tele-RF being your preventative plan, you would go through Alesar. So both of them offer prescription benefits. Um, with your VIP Classic, you're not required to stay within the network, so you could be using clinics and doctors outside of the network. As long as they take that insurance, you can use it. However, with your MEC Tele-RF being your preventative plan, that way you do have to stay only within the network and only use their clinics to receive coverage.

Speaker speaker\_1: Okay. Then I need to cancel both of those.

Speaker speaker\_0: Okay. Both of them? And then did you still want to keep group accident, dental, short-term, and term life?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All right. So I'll thin you out from your VIP Classic and from your MEC Tele-RF. With those two off, you would be paying a new weekly deduction of \$15.26 weekly. Um, I do have to let you know, however, that it does take 7 to 10 days for any changes to process, any, any cancellations to process as well. So you still may experience one or two deductions of \$71.57. But once you see that new deduction of the \$15.26, that's when those other two plans, um, get canceled out completely. So there's a possibility that you may see one or two deductions still of the \$75.

Speaker speaker\_1: Okay. Um, if that's the case, will it not be refunded to me?

Speaker speaker\_0: No, 'cause that's how long the proc- um, the cancellation process takes. So there's no refunds 'cause of that.

Speaker speaker\_1: Okay. All right. Well-

Speaker speaker\_0: How is that? Is that fine?

Speaker speaker\_1: I mean, yeah. Don't think that I have a choice, right?

Speaker speaker\_0: Yeah. Unfortunately not. Um, so do you allow me to make these changes? Um, so, so far it's just gonna be dental, short-term, term life, and then your group accident. Do you authorize me to do these changes in your file?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay. All right. Those changes have been done. Just keep in mind you may still experience one or two deductions of the \$71.57. Hopefully, it's just one.

Speaker speaker\_1: Okay. Thank you very much.

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

Speaker speaker\_1: You too. Bye-bye.