

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hello, Stephanie. This is Arnie McDowell from, um, OKIS, the place that I work at. Okay. Okay and how can I help you? Um, I wanted to take off the health coverage that I have. Okay. Um, I just need the last four of your Social. 28232... 23. And then for security purposes, can you verify your address and date of birth? 134 North- Mm-hmm. ... Jefferson Street, Allentown, PA 18102. And my date of birth is 8/2/'84. And then what apartment number is it? Oh, one. Sorry. Thank you. 484-750-8902's your phone number? Yes, ma'am. I have your first name B-M @gmail.com. Is that up to date? Yes, ma'am. Okay. So, did you want to cancel vision and your MEC tele-RS? No, no, no, no, no, no, no, no. Or just the MEC tele-RS? I... I want to keep the vision. I want to keep that. Okay. You just want to cancel your medical? Okay. Yeah, 'cause it really doesn't cover nothing, so. And I guess the new re-enrollment ain't gonna wait until December, so I might as well wait for that. Okay. That's fine. Um, I do have to let you know that changes do take seven to 10 days to process. Okay. So, there is a possibility that you may experience one or two deductions of \$19.36. But once you see the very first deduction of \$2.15, once you see that deduction, from there, you would only have vision. Um, but due to that- I see. ... time frame when the change is lasting, you may still experience one or two deductions with the medical plan. But I went ahead and offered it to you. Yeah, that's fine. All right. That's fine. And, um, the, um, vision. I believe you said that... Well, whoever I talked to, I think last said I could go to a Walmart place to... A place in Walmart that does the vision? Um, I'm not really sure who told you that but to find... Um, give me one second. Let me see. Yes. So, you would actually have to call, um, the MetLife provider number and they will let you know of the providers that you can go to when it comes to vision. Um, I'm not 100% sure if you could go through Walmart, so I would call that number instead because they would actually verify that through you, since it's actually the carrier of your vision plan. So, they would be able to answer that question. Okay. I wouldn't be able to answer that. Okay. That's fine then. Thank you so much for the help. You're welcome. Did you want that number? Oh, yes, I did. Sorry about that. Mm-hmm. And then let me know when you're ready. Oh, yeah. How about right now? It's gonna be 800- 800... 615- Because it's- ... 1883. 1883. 800-615-1883. Yes, sir. And then if you want, I can transfer you. Um, no. Not right now. I'll probably call sometime this week. Okay, that's fine. I hope you have a great day. Same, ma'am. Thank you for your help. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello, Stephanie. This is Arnie McDowell from, um, OKIS, the place that I work at.

Speaker speaker_0: Okay. Okay and how can I help you?

Speaker speaker_1: Um, I wanted to take off the health coverage that I have.

Speaker speaker_0: Okay. Um, I just need the last four of your Social.

Speaker speaker_1: 28232... 23.

Speaker speaker_0: And then for security purposes, can you verify your address and date of birth?

Speaker speaker_1: 134 North-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Jefferson Street, Allentown, PA 18102. And my date of birth is 8/2/'84.

Speaker speaker_0: And then what apartment number is it?

Speaker speaker_1: Oh, one. Sorry.

Speaker speaker_0: Thank you. 484-750-8902's your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I have your first name B-M @gmail.com. Is that up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, did you want to cancel vision and your MEC tele-RS?

Speaker speaker_1: No, no, no, no, no, no, no, no.

Speaker speaker_0: Or just the MEC tele-RS?

Speaker speaker_1: I... I want to keep the vision. I want to keep that.

Speaker speaker_0: Okay. You just want to cancel your medical? Okay.

Speaker speaker_1: Yeah, 'cause it really doesn't cover nothing, so. And I guess the new re-enrollment ain't gonna wait until December, so I might as well wait for that.

Speaker speaker_0: Okay. That's fine. Um, I do have to let you know that changes do take seven to 10 days to process.

Speaker speaker_1: Okay.

Speaker speaker_0: So, there is a possibility that you may experience one or two deductions of \$19.36. But once you see the very first deduction of \$2.15, once you see that deduction,

from there, you would only have vision. Um, but due to that-

Speaker speaker_1: I see.

Speaker speaker_0: ... time frame when the change is lasting, you may still experience one or two deductions with the medical plan. But I went ahead and offered it to you.

Speaker speaker_1: Yeah, that's fine. All right. That's fine. And, um, the, um, vision. I believe you said that... Well, whoever I talked to, I think last said I could go to a Walmart place to... A place in Walmart that does the vision?

Speaker speaker_0: Um, I'm not really sure who told you that but to find... Um, give me one second. Let me see. Yes. So, you would actually have to call, um, the MetLife provider number and they will let you know of the providers that you can go to when it comes to vision. Um, I'm not 100% sure if you could go through Walmart, so I would call that number instead because they would actually verify that through you, since it's actually the carrier of your vision plan. So, they would be able to answer that question.

Speaker speaker_1: Okay.

Speaker speaker_0: I wouldn't be able to answer that.

Speaker speaker_1: Okay. That's fine then. Thank you so much for the help.

Speaker speaker_0: You're welcome. Did you want that number?

Speaker speaker_1: Oh, yes, I did. Sorry about that.

Speaker speaker_0: Mm-hmm. And then let me know when you're ready.

Speaker speaker_1: Oh, yeah. How about right now?

Speaker speaker_0: It's gonna be 800-

Speaker speaker_1: 800...

Speaker speaker_0: 615-

Speaker speaker_1: Because it's-

Speaker speaker_0: ... 1883.

Speaker speaker_1: 1883. 800-615-1883.

Speaker speaker_0: Yes, sir. And then if you want, I can transfer you.

Speaker speaker_1: Um, no. Not right now. I'll probably call sometime this week.

Speaker speaker_0: Okay, that's fine. I hope you have a great day.

Speaker speaker_1: Same, ma'am. Thank you for your help.

Speaker speaker_0: Thank you.