

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, yes, ma'am. I have a question. I just wanted to know, um, if I could find out what my benefits... Did I have to pay a c- like a co-payment when I went to the doctor? 'Cause I'm on my way to the doctor right now. I'll have to take a look and see. Which staffing company do you work with? PRC. What are the last four of your Social? 5245. And the last name? Johnson. And for security purposes, can you please verify your mailing address and date of birth? 1803 Bush River Road, uh, Col- 200... Hello? I'm sorry. My GPS was talking. Okay. 1803 Bush, Bush River Road, Columbia, South Carolina 29210. And what was the other question? It would be your date of birth. 04/18/1979. And do you have contact information, same phone number you called on, 470-921-1260, with the email of your first name, j44@gmail.com? Yes, ma'am. So you're currently enrolled into the medical preventative plan. You want to make sure you are within network. But with that specific plan, the only thing that's going to cover screenings and the preventative consultation. The visit for the physical, I'm not 100% sure whether or not there will be something that you will pay out of pocket for. Unfortunately, that will be something only the carrier will be able to answer. Okay. I, I'm sorry. Say that again. Don't cut this point- Yes, ma'am. ... 'cause I'm trying to understand what I'm paying for. 'Cause if I'm paying for something and I'm not going to be covered, I don't need to pay for it anymore. This is probably ... yeah, this is like they woulda took that... I needed to have it. Okay. So the plan that you selected to be enrolled in... Oh, I apologize. Can you say that again? Um, the plan that you're selected to be enrolled into is a medical preventative plan only. So what it covers is those services that we do to make sure we're optahealth, like your physical, the screenings for your blood pressure, iron deficiency, the preventative counselings of a healthy diet or avoiding UV exposures from the sun, along with your preventative immunizations. Yeah, so you said that... Hey, so if I had an emergency is what I'm saying, like I'm on my way to the doctor right now. It, it wouldn't cover it. So it's like- No, ma'am. 'Cause that would be- Okay. ... a... Go ahead. Well, who do I need to call to cancel it? I, I- if that's the case. 'Cause y'all take money out my check every week. And if it's not gonna cover what I need, I don't need it. So what do I need to do to cancel it? I can process that cancellation, that you only want to take out that plan and keep the dental, vision and life insurance? Say that again now? Yes, ma'am. So you currently have four plans in total. That medical plan you're asking to cancel. So I just want to confirm if you want me to only take that plan out and leave your dental, your vision and your life insurance. Or if you wanted- No. ... me to cancel the full policy. Uh, y- yeah. I want you to cancel the whole thing. Yeah. Oh, all right. All of it. For, for the purpose of the line being recorded, you stated you would like to c- cancel your full policy with TRC Staffing, correct? Yes. Yeah. All right. So let me ask you something. Mm-hmm. So, since you've already taken the money for this week, when does this take effect? 'Cause

you've already gotten money out of my check for this week, 4th. So when will this take effect? Yes, ma'am. I was just about to go over that. All cancellations take seven to 10 business days to process. So you might experience one or two more deductions while being completed. Do you give that back since I've already canceled it? Or you gonna keep that? 'Cause I won't be covered. Unfortunately, we are not able to since you requested to be enrolled into those plans on the form that you filled out on March 4th. Okay. So you will... But it will be canceled within seven to 10 business days. Is that... That means after 10 days I shouldn't have any more... You shouldn't be taking anything else out of my money? That is correct. All right. Thank you so much. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, ma'am. I have a question. I just wanted to know, um, if I could find out what my benefits... Did I have to pay a c- like a co-payment when I went to the doctor? 'Cause I'm on my way to the doctor right now.

Speaker speaker_0: I'll have to take a look and see. Which staffing company do you work with?

Speaker speaker_1: PRC.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 5245.

Speaker speaker_0: And the last name?

Speaker speaker_1: Johnson.

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

Speaker speaker_1: 1803 Bush River Road, uh, Col- 200...

Speaker speaker_0: Hello?

Speaker speaker_1: I'm sorry. My GPS was talking.

Speaker speaker_0: Okay.

Speaker speaker_1: 1803 Bush, Bush River Road, Columbia, South Carolina 29210. And what was the other question?

Speaker speaker_0: It would be your date of birth.

Speaker speaker_1: 04/18/1979.

Speaker speaker_0: And do you have contact information, same phone number you called on, 470-921-1260, with the email of your first name, j44@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So you're currently enrolled into the medical preventative plan. You want to make sure you are within network. But with that specific plan, the only thing that's going to cover screenings and the preventative consultation. The visit for the physical, I'm not 100% sure whether or not there will be something that you will pay out of pocket for. Unfortunately, that will be something only the carrier will be able to answer.

Speaker speaker_1: Okay. I, I'm sorry. Say that again. Don't cut this point-

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: ... 'cause I'm trying to understand what I'm paying for. 'Cause if I'm paying for something and I'm not going to be covered, I don't need to pay for it anymore. This is probably ... yeah, this is like they woulda took that... I needed to have it.

Speaker speaker_0: Okay. So the plan that you selected to be enrolled in... Oh, I apologize.

Speaker speaker_1: Can you say that again?

Speaker speaker_0: Um, the plan that you're selected to be enrolled into is a medical preventative plan only. So what it covers is those services that we do to make sure we're optahealth, like your physical, the screenings for your blood pressure, iron deficiency, the preventative counselings of a healthy diet or avoiding UV exposures from the sun, along with your preventative immunizations.

Speaker speaker_1: Yeah, so you said that... Hey, so if I had an emergency is what I'm saying, like I'm on my way to the doctor right now. It, it wouldn't cover it. So it's like-

Speaker speaker_0: No, ma'am. 'Cause that would be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a... Go ahead.

Speaker speaker_1: Well, who do I need to call to cancel it? I, I- if that's the case. 'Cause y'all take money out my check every week. And if it's not gonna cover what I need, I don't need it. So what do I need to do to cancel it?

Speaker speaker_0: I can process that cancellation, that you only want to take out that plan and keep the dental, vision and life insurance?

Speaker speaker_1: Say that again now?

Speaker speaker_0: Yes, ma'am. So you currently have four plans in total. That medical plan you're asking to cancel. So I just want to confirm if you want me to only take that plan out and leave your dental, your vision and your life insurance. Or if you wanted-

Speaker speaker_1: No.

Speaker speaker_0: ... me to cancel the full policy.

Speaker speaker_1: Uh, y- yeah. I want you to cancel the whole thing. Yeah.

Speaker speaker_0: Oh, all right.

Speaker speaker_1: All of it.

Speaker speaker_0: For, for the purpose of the line being recorded, you stated you would like to c- cancel your full policy with TRC Staffing, correct?

Speaker speaker_1: Yes. Yeah.

Speaker speaker_0: All right.

Speaker speaker_1: So let me ask you something.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, since you've already taken the money for this week, when does this take effect? 'Cause you've already gotten money out of my check for this week, 4th. So when will this take effect?

Speaker speaker_0: Yes, ma'am. I was just about to go over that. All cancellations take seven to 10 business days to process. So you might experience one or two more deductions while being completed.

Speaker speaker_1: Do you give that back since I've already canceled it? Or you gonna keep that? 'Cause I won't be covered.

Speaker speaker_0: Unfortunately, we are not able to since you requested to be enrolled into those plans on the form that you filled out on March 4th.

Speaker speaker_1: Okay. So you will... But it will be canceled within seven to 10 business days. Is that... That means after 10 days I shouldn't have any more... You shouldn't be taking anything else out of my money?

Speaker speaker_0: That is correct.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome.