

## **Transcript: Francesca**

**Baez-5687103284101120-5197888691683328**

### **Full Transcript**

Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, my name is Veronica Martin, and I'm trying to see what kind of insurance I have with y'all 'cause I'm trying to go to the dentist. Okay. What staffing company do you work with? I work through ... What are the last four of the Social? 1272. Bear with me one moment. Hmm, hmm. Can you please verify your mailing address and date of birth to make sure I located the correct account? Uh, I don't know what address I got but my, my mailing address is 5660 Laborton Parkway, Southeast 3903, Laborton, Georgia. And that 3903, is that for a unit or an apartment number? It's an apartment. And the date of birth? 11/02/'84. We have a best phone number to reach you down as 678-727-6911. No, ma'am. That number's no longer working. What would be the best number to contact you if needed? Um, it's gonna be, uh, 4... Oh my God, 470-506-6410. I have best phone... both emails, sorry. Varveses1272@gmail.com? Yes. Okay. So you are auto enrolled per your company's policy into the MEC 10RX plan which is a medical preventative care plan. So it's only going to cover preventative services like your physicals, your screenings for blood pressure deficiency, counseling for a healthy diet, avoiding UV exposures from the sun, along with your preventative immunizations like tetanus, varicella or influenza, as well as the generic preventative prescriptions. And then you do have a virtual urgent care package with that plan and a 3RX membership for prescriptions. But it doesn't cover hospital indemnity services. It don't cover like dental, you say? No, ma'am. This is a medical plan. Dental will be a different type of service. All right. Uh, how can I cancel that insurance 'cause that's not... I don't want that insurance with y'all no more. Okay. I can go ahead and cancel it. Just for the purpose of the line being recorded, you stated you would like to cancel your coverage with Staffing, correct? Yes. All right. I put in for the request of the cancellation. Please keep in mind cancellations do take seven to 10 business days to process so you may experience one to two more deductions while it's being completed. Okay. Was there anything else aside from canceling the plan that we can assist you with today? Well, no. Y'all don't have a better plan that has dental besides that? Sure thing, ma'am. So your staffing company does offer dental. However, at the moment you're not eligible for enrollment. You need either an open enrollment period or a qualified life event. And as of right now your company does not hold or accompany open enrollment period through August. Oh, I'll just keep the insurance that I have with someone else. Thank you. No problem. Um, and then just remember you're gonna see one or two more deductions while your coverage with Staffing is canceling. All right. Have a great day and thank you for calling Benefits in a Card today.

### **Conversation Format**

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

Speaker speaker\_1: Yes, my name is Veronica Martin, and I'm trying to see what kind of insurance I have with y'all 'cause I'm trying to go to the dentist.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: I work through ...

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: 1272.

Speaker speaker\_0: Bear with me one moment.

Speaker speaker\_1: Hmm, hmm.

Speaker speaker\_0: Can you please verify your mailing address and date of birth to make sure I located the correct account?

Speaker speaker\_1: Uh, I don't know what address I got but my, my mailing address is 5660 Laborton Parkway, Southeast 3903, Laborton, Georgia.

Speaker speaker\_0: And that 3903, is that for a unit or an apartment number?

Speaker speaker\_1: It's an apartment.

Speaker speaker\_0: And the date of birth?

Speaker speaker\_1: 11/02/'84.

Speaker speaker\_0: We have a best phone number to reach you down as 678-727-6911.

Speaker speaker\_1: No, ma'am. That number's no longer working.

Speaker speaker\_0: What would be the best number to contact you if needed?

Speaker speaker\_1: Um, it's gonna be, uh, 4... Oh my God, 470-506-6410.

Speaker speaker\_0: I have best phone... both emails, sorry. Varveses1272@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So you are auto enrolled per your company's policy into the MEC 10RX plan which is a medical preventative care plan. So it's only going to cover preventative services like your physicals, your screenings for blood pressure deficiency, counseling for a healthy diet, avoiding UV exposures from the sun, along with your preventative immunizations like tetanus, varicella or influenza, as well as the generic preventative prescriptions. And then you do have a virtual urgent care package with that plan and a 3RX membership for prescriptions. But it doesn't cover hospital indemnity services.

Speaker speaker\_1: It don't cover like dental, you say?

Speaker speaker\_0: No, ma'am. This is a medical plan. Dental will be a different type of service.

Speaker speaker\_1: All right. Uh, how can I cancel that insurance 'cause that's not... I don't want that insurance with y'all no more.

Speaker speaker\_0: Okay. I can go ahead and cancel it. Just for the purpose of the line being recorded, you stated you would like to cancel your coverage with Staffing, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I put in for the request of the cancellation. Please keep in mind cancellations do take seven to 10 business days to process so you may experience one to two more deductions while it's being completed.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else aside from canceling the plan that we can assist you with today?

Speaker speaker\_1: Well, no. Y'all don't have a better plan that has dental besides that?

Speaker speaker\_0: Sure thing, ma'am. So your staffing company does offer dental. However, at the moment you're not eligible for enrollment. You need either an open enrollment period or a qualified life event. And as of right now your company does not hold or accompany open enrollment period through August.

Speaker speaker\_1: Oh, I'll just keep the insurance that I have with someone else. Thank you.

Speaker speaker\_0: No problem. Um, and then just remember you're gonna see one or two more deductions while your coverage with Staffing is canceling.

Speaker speaker\_1: All right.

Speaker speaker\_0: Have a great day and thank you for calling Benefits in a Card today.