

Transcript: Justin

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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. This is Justin. How can I help you today? Yeah, this is, uh, Connie Sestiaga and I'm calling because I want to cancel the insurance. Okay. What's the staffing agency you work for? Uh, Zebco. Oh, the, oh, American Staffing. American Staffing. And the last four of your Social? 7957. Okay. And what was your first and last name again? I'm sorry. My first name is, uh, Concepcion and the last name Sestiaga. And for security purposes, could you verify the home address, including city, state and zip code? Uh, 1501 Valley Parkway, Apartment D116, uh, Claremore, Oklahoma. The zip code is 74017. And confirm your date of birth. 07/14/1961. And a good telephone number have as 918-568-6506. Uh, yes. And the email I have is connie.sestiaga2@gmail? Yes. Okay, so let's see here. Okay, so looking at the file, it looks like I wouldn't be able to cancel the coverage due to the fact that American Staff Corp is a Section 125 client. However, if you do have coverage elsewhere, I can email you a QLE submission form email, and then you would just provide documentation proving that you have coverage elsewhere, and I could have my back office look at it and then once I receive word back from our back office- I do, um, I, I'm on UnitedHealth Care and, um, the thing is, is like I didn't ask for this insurance here, they just autom- automatically gave it to me. And, um, you know, I'm also trying to apply for like SoonerCare because I'm going through, uh, mental health, uh, services right now and I don't want this to get, you know- I totally understand. ... in the way of me qualifying to get SoonerCare. Yeah, I totally understand. And from what I heard, uh, from what I heard from my employer, that all you have to do is call the number and cancel and they'll cancel it. Uh, well, they should have informed you that American Staff Corp is Section 125, so you're paying with these deductions with pre-tax dollars, so it's for tax purposes. Um, so like I said, I can email you a QLE submission form email and then you would provide documentation proving that you have coverage elsewhere. And then, like I said, I can have my back office look at it, and then once I do receive word back, I can give you a callback letting you know their response. So I have to go through all that hassle there to fill out paperwork and do all this just to cancel this? It's policy, yes, ma'am. Insurance that I don't really need. Unfortunately, it's policy. All right. You can go ahead and, go ahead and send the form and I'll s- I'll fill it out and see what happens. No wonder people don't last at this job hardly. All right. Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay? Oh, you're gonna email it to me? You're not gonna send it in the mail? Uh, no, ma'am, I'm emailing it to you so you can have the documentation in the email and then you can send it back so we can get this ball rolling. So how do I... Oh, you just want me to take photos of the insurance cards that I have to send back over there? Correct. Like a screenshot of what you're enrolled

into, correct, like the ID cards of what you're enrolled into, when you became active, stuff like that. When I became active? I've been with my insurance for a couple of years now, so I don't know if I can prove that there, but, I mean, I can send you, uh- Well, an official start date. ... yeah, insurance cards and... I don't, I don't even remember when I started this insurance here to tell you the truth. I'll have to call the plan and ask them. Okay. Well, is there anything- All right. Thank you. ... else I can help you with today? Uh, no. No. Thank you. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah, this is, uh, Connie Sestiaga and I'm calling because I want to cancel the insurance.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Uh, Zebco. Oh, the, oh, American Staffing.

Speaker speaker_1: American Staffing. And the last four of your Social?

Speaker speaker_2: 7957.

Speaker speaker_1: Okay. And what was your first and last name again? I'm sorry.

Speaker speaker_2: My first name is, uh, Concepcion and the last name Sestiaga.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker_2: Uh, 1501 Valley Parkway, Apartment D116, uh, Claremore, Oklahoma. The zip code is 74017.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 07/14/1961.

Speaker speaker_1: And a good telephone number have as 918-568-6506.

Speaker speaker_2: Uh, yes.

Speaker speaker_1: And the email I have is connie.sestiaga2@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Okay, so looking at the file, it looks like I wouldn't be able to cancel the coverage due to the fact that American Staff Corp is a Section 125 client. However, if you do have coverage elsewhere, I can email you a QLE submission form

email, and then you would just provide documentation proving that you have coverage elsewhere, and I could have my back office look at it and then once I receive word back from our back office-

Speaker speaker_2: I do, um, I, I'm on UnitedHealth Care and, um, the thing is, is like I didn't ask for this insurance here, they just autom- automatically gave it to me. And, um, you know, I'm also trying to apply for like SoonerCare because I'm going through, uh, mental health, uh, services right now and I don't want this to get, you know-

Speaker speaker_1: I totally understand.

Speaker speaker_2: ... in the way of me qualifying to get SoonerCare.

Speaker speaker_1: Yeah, I totally understand.

Speaker speaker_2: And from what I heard, uh, from what I heard from my employer, that all you have to do is call the number and cancel and they'll cancel it.

Speaker speaker_1: Uh, well, they should have informed you that American Staff Corp is Section 125, so you're paying with these deductions with pre-tax dollars, so it's for tax purposes. Um, so like I said, I can email you a QLE submission form email and then you would provide documentation proving that you have coverage elsewhere. And then, like I said, I can have my back office look at it, and then once I do receive word back, I can give you a callback letting you know their response.

Speaker speaker_2: So I have to go through all that hassle there to fill out paperwork and do all this just to cancel this?

Speaker speaker_1: It's policy, yes, ma'am.

Speaker speaker_2: Insurance that I don't really need.

Speaker speaker_1: Unfortunately, it's policy.

Speaker speaker_2: All right. You can go ahead and, go ahead and send the form and I'll s- I'll fill it out and see what happens. No wonder people don't last at this job hardly. All right.

Speaker speaker_1: Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Okay?

Speaker speaker_2: Oh, you're gonna email it to me? You're not gonna send it in the mail?

Speaker speaker_1: Uh, no, ma'am, I'm emailing it to you so you can have the documentation in the email and then you can send it back so we can get this ball rolling.

Speaker speaker_2: So how do I... Oh, you just want me to take photos of the insurance cards that I have to send back over there?

Speaker speaker_1: Correct. Like a screenshot of what you're enrolled into, correct, like the ID cards of what you're enrolled into, when you became active, stuff like that.

Speaker speaker_2: When I became active? I've been with my insurance for a couple of years now, so I don't know if I can prove that there, but, I mean, I can send you, uh-

Speaker speaker_1: Well, an official start date.

Speaker speaker_2: ... yeah, insurance cards and... I don't, I don't even remember when I started this insurance here to tell you the truth. I'll have to call the plan and ask them.

Speaker speaker_1: Okay. Well, is there anything-

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: ... else I can help you with today?

Speaker speaker_2: Uh, no. No. Thank you. Bye-bye.

Speaker speaker_1: All right. Bye-bye.