# Transcript: Justin Mills-6237641921052672-5443961945636864

## 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? Hi, Justin. I have a quick question. Um, I work at a staffing agency, and we have your insurance. Um, I have a candidate that is trying to, um, cancel FreeRx and vision but keep their regular, um, health insurance. How would he go about that? Um, so he could call us at Benefits in a Card. We're open until 8:00 PM Eastern Standard Time. Mm-hmm. He can verify demographic information, and we can process the cancellation from there. Okay, 'cause I believe he's tried to call, um, and I guess whoever he spoke to wasn't able to help him out. Uh, well, let me try pulling his file to confirm that. What's the staffing agency he works for? OnTrack Staffing. OnTrack. And the last four of his social? Um, what are the last four of your social? 9402. 9402. And his first and last name. First name is Craig, last name Bolton. Let's see here. Mm, do you have an idea of when he called? Um, I'm assuming yesterday. Okay, 'cause we don't have any information regarding when he called yesterday. Um, checking the audit tab, the last time he- Mm-hmm. ... spoke with one of our representatives was on September 11th of 2024. Okay. Um, give me a second. Okay, so if he wants to go ahead and cancel it, um, does he just ca- Can I just p- pass the phone to him so he can talk to you? Yeah. Um, I would need for him to verify demographic information anyways, so you can pass the phone to him. Okay. Um, here you go. You want to, um- Hello. Am I speaking with Craig? Yes. Awesome. This is Justin from Benefits in a Card. You, uh, was informed you wanted to cancel the coverage through OnTrack. Is that correct? Yeah, I want to cancel the FreeRx and my vision. Okay, and just keep the medical plan. Is that correct? Yeah. Okay. Um, for security purposes, could you verify your home address, including city, state and zip code for me real quick? 6260 Melody Ln., Apartment 1017, Dallas, Texas 75231. And confirm your date of birth? 10/15/1972. And a good telephone number has 214-784-5214? Mm-hmm. And the email I have for you is cgboltonon1972 at gmail? Yep. Okay, so let's see here. So your current deductions right now with the FreeRx, vision and the medical plan, the VIP-Standard, was $25.80 per week. However, dropping the FreeRx and the vision would make your new total deduction $17.66 a week. Okay. Do you authorize OnTrack Staffing to make the deduction for you? Yeah. Okay. So I'll go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the $17.66 come off your paycheck, that's how you know FreeRx and vision was dropped from the coverage. Other than that, Craig, is there anything else I can help you out with today? Nope, sounded awesome. Well, thank you for calling Benefits- Oh, I, I, I tried to use my b- my regular benefits yesterday to get some, uh, prescription drugs, and they cut one of them off. Is that something that's just gonna randomly happen from here on out or... Um, now that may be a carrier question. Like, for... They were covering it, and then just up and decided

we're not gonna carry it anymore. So I had to go... I mean, I wound up getting it actually cheaper without insurance, figured that out, but they made it clear they weren't gonna mess with it anymore. Okay. Uh, well, again, that's more of, like, a carrier question. Uh, I can provide you with the insurance carrier's telephone number so you can discuss that with them further. They wouldn't discuss it with me. They had the, uh, the, uh, pharmacist at Walmart call me and tell me, so they don't want to talk to me . So, I guess that answers your question. That makes sense. Is there anything else I can help you out with today, Craig? No, thank you. You're welcome. You have a great day, okay? You too. All right. W-

## 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: Hi, Justin. I have a quick question. Um, I work at a staffing agency, and we have your insurance. Um, I have a candidate that is trying to, um, cancel FreeRx and vision but keep their regular, um, health insurance. How would he go about that?

Speaker speaker_1: Um, so he could call us at Benefits in a Card. We're open until 8:00 PM Eastern Standard Time.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: He can verify demographic information, and we can process the cancellation from there.

Speaker speaker_2: Okay, 'cause I believe he's tried to call, um, and I guess whoever he spoke to wasn't able to help him out.

Speaker speaker_1: Uh, well, let me try pulling his file to confirm that. What's the staffing agency he works for?

Speaker speaker_2: OnTrack Staffing.

Speaker speaker_1: OnTrack. And the last four of his social?

Speaker speaker_2: Um, what are the last four of your social?

Speaker speaker_3: 9402.

Speaker speaker_2: 9402.

Speaker speaker_1: And his first and last name.

Speaker speaker_2: First name is Craig, last name Bolton.

Speaker speaker_1: Let's see here. Mm, do you have an idea of when he called?

Speaker speaker_2: Um, I'm assuming yesterday.

Speaker speaker_1: Okay, 'cause we don't have any information regarding when he called yesterday. Um, checking the audit tab, the last time he-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... spoke with one of our representatives was on September 11th of 2024.

Speaker speaker_2: Okay. Um, give me a second. Okay, so if he wants to go ahead and cancel it, um, does he just ca- Can I just p- pass the phone to him so he can talk to you?

Speaker speaker_1: Yeah. Um, I would need for him to verify demographic information anyways, so you can pass the phone to him.

Speaker speaker_2: Okay. Um, here you go.

Speaker speaker_4: You want to, um-

Speaker speaker_1: Hello. Am I speaking with Craig?

Speaker speaker_5: Yes.

Speaker speaker_1: Awesome. This is Justin from Benefits in a Card. You, uh, was informed you wanted to cancel the coverage through OnTrack. Is that correct?

Speaker speaker_5: Yeah, I want to cancel the FreeRx and my vision.

Speaker speaker_1: Okay, and just keep the medical plan. Is that correct?

Speaker speaker_5: Yeah.

Speaker speaker_1: Okay. Um, for security purposes, could you verify your home address, including city, state and zip code for me real quick?

Speaker speaker_5: 6260 Melody Ln., Apartment 1017, Dallas, Texas 75231.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_5: 10/15/1972.

Speaker speaker_1: And a good telephone number has 214-784-5214?

Speaker speaker_5: Mm-hmm.

Speaker speaker_1: And the email I have for you is cgboltonon1972 at gmail?

Speaker speaker_5: Yep.

Speaker speaker_1: Okay, so let's see here. So your current deductions right now with the FreeRx, vision and the medical plan, the VIP-Standard, was $25.80 per week. However, dropping the FreeRx and the vision would make your new total deduction $17.66 a week.

Speaker speaker_5: Okay.

Speaker speaker_1: Do you authorize OnTrack Staffing to make the deduction for you?

Speaker speaker_5: Yeah.

Speaker speaker_1: Okay. So I'll go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the $17.66 come off your paycheck, that's how you know FreeRx and vision was dropped from the coverage. Other than that, Craig, is there anything else I can help you out with today?

Speaker speaker_5: Nope, sounded awesome.

Speaker speaker_1: Well, thank you for calling Benefits-

Speaker speaker_5: Oh, I, I, I tried to use my b- my regular benefits yesterday to get some, uh, prescription drugs, and they cut one of them off. Is that something that's just gonna randomly happen from here on out or...

Speaker speaker_1: Um, now that may be a carrier question.

Speaker speaker_5: Like, for... They were covering it, and then just up and decided we're not gonna carry it anymore. So I had to go... I mean, I wound up getting it actually cheaper without insurance, figured that out, but they made it clear they weren't gonna mess with it anymore.

Speaker speaker_1: Okay. Uh, well, again, that's more of, like, a carrier question. Uh, I can provide you with the insurance carrier's telephone number so you can discuss that with them further.

Speaker speaker_5: They wouldn't discuss it with me. They had the, uh, the, uh, pharmacist at Walmart call me and tell me, so they don't want to talk to me . So, I guess that answers your question.

Speaker speaker_1: That makes sense. Is there anything else I can help you out with today, Craig?

Speaker speaker_5: No, thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_5: You too.

Speaker speaker_1: All right. W-