

Transcript: Justin

Mills-6283702263267328-4674830549303296

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. This is April Bryan. I work with WorkSmart Staffing, and I need to cancel the premium that's coming out of my payroll. Okay. Um, so WorkSmart, what's the last four of your social? 6736. And for security purposes, could you verify your home address, including city, state and zip code, Ms. Bryan? Sure. 134 Kensington Drive, and that's Greenwood, South Carolina, 29649. And confirm your date of birth for me. Um, it is 5/5/1977. Oh, happy late birthday. Oh, thank you. And a good telephone number I have is 513-748-4950? Yes. And the email I had was doerfleen31@yahoo? That's correct. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna let you know cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions, but after that you will be officially canceled. Okay, April? Okay. And then if I wanted to... if my assignments continue, and if I wanted to, I guess, add it back, I would just call you guys? Um, correct. During open enrollment for WorkSmart, yes. Okay, when is open enrollment? They have a certain time? Oh, I didn't know that. Um, let me check on that. So, let's see. Okay. So, it looks like WorkSmart had their last open enrollment from December 9th to January 31st, uh, so I presume sometime around that time this year. Okay. Let's try... Is there anything else I can assist you with today? Well, what does it... I'm just trying to think. The plan, does it cover prescriptions? Like, the med- medication would be, um, Trulance, do you know? Um, so the MEC standalone just covers preventative healthcare services, like physicals, diabetes, screenings, vaccinations, stuff like that. However, it only covers preventative medications. Okay. Okay, that's fine. So, we're okay to cancel it then. Okay. Well, is there anything else- I can- ... I can help you out with today, April? Um, no. Thank you. Awesome. Well, you have a wonderful day, okay? You too. Okay. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. This is April Bryan. I work with WorkSmart Staffing, and I need to cancel the premium that's coming out of my payroll.

Speaker speaker_0: Okay. Um, so WorkSmart, what's the last four of your social?

Speaker speaker_1: 6736.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Ms. Bryan?

Speaker speaker_1: Sure. 134 Kensington Drive, and that's Greenwood, South Carolina, 29649.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: Um, it is 5/5/1977.

Speaker speaker_0: Oh, happy late birthday.

Speaker speaker_1: Oh, thank you.

Speaker speaker_0: And a good telephone number I have is 513-748-4950?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I had was doerfleen31@yahoo?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna let you know cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions, but after that you will be officially canceled. Okay, April?

Speaker speaker_1: Okay. And then if I wanted to... if my assignments continue, and if I wanted to, I guess, add it back, I would just call you guys?

Speaker speaker_0: Um, correct. During open enrollment for WorkSmart, yes.

Speaker speaker_1: Okay, when is open enrollment? They have a certain time? Oh, I didn't know that.

Speaker speaker_0: Um, let me check on that. So, let's see.

Speaker speaker_1: Okay.

Speaker speaker_0: So, it looks like WorkSmart had their last open enrollment from December 9th to January 31st, uh, so I presume sometime around that time this year.

Speaker speaker_1: Okay. Let's try...

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: Well, what does it... I'm just trying to think. The plan, does it cover prescriptions? Like, the med- medication would be, um, Trulance, do you know?

Speaker speaker_0: Um, so the MEC standalone just covers preventative healthcare services, like physicals, diabetes, screenings, vaccinations, stuff like that. However, it only covers preventative medications.

Speaker speaker_1: Okay. Okay, that's fine. So, we're okay to cancel it then.

Speaker speaker_0: Okay. Well, is there anything else-

Speaker speaker_1: I can-

Speaker speaker_0: ... I can help you out with today, April?

Speaker speaker_1: Um, no. Thank you.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Okay. Bye-bye.

Speaker speaker_0: All right. Bye-bye.