

Transcript: Justin

Mills-6461374838652928-4858286885355520

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. How are you doing? My name's Trent Butts and, um, I have, I work for ATC and have a concern dealing with, uh, benefits, um, withdrawn from my check. Okay. So ATC Healthcare. What's the last four of your Social? 5574. And for security purposes, could you verify your home address, including city, state and ZIP Code, Trent? 141 Pila Circle, Milledgeville, Georgia 31061. And confirm your date of birth. 5/18/1973. And a good telephone number you have is 478-456-9535. Yes, sir. That's correct. And the email you have is TButts@OconeeCenter.com? That's correct. Okay. How can I help you today? Um, sir, I just recently had a discharge order for my child support and I was shown, well, during, I was paying that child support order, it was a fee \$51 and some change, withdrawing. I guess that's for the insurance for the child, I'm assuming. And it was another fee of \$19 or something. But now the order is being discharged, he's grown, and I'm trying to see if, does that supposed to stop as well? Uh, let's see. So the court order? Yes, sir. I do see you are court ordered to have coverage for employee plus child for medical. Right. So you have the VIP Plus, which is the \$51.41 plan that covers hospitals, doctors and medications. And then you have the MEC TeleRX which covers preventative healthcare services at \$19.57. Okay. Which is a total of \$70.98 per week. Right. Okay. And what were you wondering? I'm sorry. Okay. The, the child is no longer on paying child support, so I'm wondering if that's supposed to come off. Um, so we have to receive a termination letter from the court letting us know that the coverage was canceled and, and unfortunately- Okay. ... until we can cancel the coverage. Gotcha. All right. So we need to receive a termination letter from the court. Okay. And I can get on the phone with my employee now. Okay, thank you. You're welcome. You have a great day, okay? Mm-hmm. 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: Hello. How are you doing? My name's Trent Butts and, um, I have, I work for ATC and have a concern dealing with, uh, benefits, um, withdrawn from my check.

Speaker speaker_0: Okay. So ATC Healthcare. What's the last four of your Social?

Speaker speaker_1: 5574.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and ZIP Code, Trent?

Speaker speaker_1: 141 Pila Circle, Milledgeville, Georgia 31061.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 5/18/1973.

Speaker speaker_0: And a good telephone number you have is 478-456-9535.

Speaker speaker_1: Yes, sir. That's correct.

Speaker speaker_0: And the email you have is TButts@OconeeCenter.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: Um, sir, I just recently had a discharge order for my child support and I was shown, well, during, I was paying that child support order, it was a fee \$51 and some change, withdrawing. I guess that's for the insurance for the child, I'm assuming. And it was another fee of \$19 or something. But now the order is being discharged, he's grown, and I'm trying to see if, does that supposed to stop as well?

Speaker speaker_0: Uh, let's see. So the court order?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: I do see you are court ordered to have coverage for employee plus child for medical.

Speaker speaker_1: Right.

Speaker speaker_0: So you have the VIP Plus, which is the \$51.41 plan that covers hospitals, doctors and medications. And then you have the MEC TeleRX which covers preventative healthcare services at \$19.57.

Speaker speaker_1: Okay.

Speaker speaker_0: Which is a total of \$70.98 per week.

Speaker speaker_1: Right.

Speaker speaker_0: Okay. And what were you wondering? I'm sorry.

Speaker speaker_1: Okay. The, the child is no longer on paying child support, so I'm wondering if that's supposed to come off.

Speaker speaker_0: Um, so we have to receive a termination letter from the court letting us know that the coverage was canceled and, and unfortunately-

Speaker speaker_1: Okay.

Speaker speaker_0: ... until we can cancel the coverage.

Speaker speaker_1: Gotcha. All right.

Speaker speaker_0: So we need to receive a termination letter from the court.

Speaker speaker_1: Okay. And I can get on the phone with my employee now. Okay, thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, bye-bye.