

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yeah, how are you doing today, Justin? I'm pretty well, and yourself? I'm doing great. Um, I was wondering, my, first my name is Mathis Grier. I was wondering, can I cancel my insurance that I have right, for right now? Um, yeah, let me check on that. Um, what's that staffing agency you work for? Uh, Carlton Staffing. And the last four of your Social? Uh, 6625. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mathis? Uh, well, it changed. I don't know what, which one y'all have on file right now. I think it's, it should be 2022 Hilton Head. Okay, city, state and ZIP code? Uh, Missouri City, 677459. Okay, and confirm your date of birth? 12/31/1980. And a good telephone number have a 713-702-8757. No, it's, it changed. It, uh, the correct one is 281-300-7605. And just to confirm, 281-300-7605? Yes, sir. And the email I have is maureen_villegas@Yahoo? No. I don't know who emails Yahoo. That's a lie. It's mathisgrier@Yahoo.com. Mathis Grier. Okay. Yeah, yeah, @Yahoo.com. I don't know who emailed it there. No worries. So, let's see here. And you wanted to cancel the coverage, correct? Yeah, how much was I paying on that coverage, for everything? Um, so for the dental, vision, uh, and two medical plans for employee only, it was \$53.55. Okay. Oh... Let's see. Um, so looking at the file, looks like Carlton Staffing's actually a Section 125 client, so I wouldn't be able to cancel the coverage right now unless you experienced a qualified life event, or if you were in Carlton Staffing's next open enrollment period. However, a- Oh. ... qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Oh, really? Yes, sir. I didn't know about none of that. So I have to keep it because I'm with them? Uh, yes, sir. Or unless, until the next open enrollment period or if you experience a qualified life event. And when is the next opening period? Uh, let me check on that. Let's see. Carlton... Let's see. So Carlton had their last open enrollment from December 23rd to January 31st, so I'd presume sometime around that time of this year. Oh, shoot, okay. And one more question for you. So, on my, on my coverage of insurance and my, and my, uh, vision insurance, what do they, what, so i- if I go to the emergency room, what do they cover? Um, so your VIP+ would cover your emergency room visits since those cov- since that medical plan covers hospitals, doctors and medications. Okay. However, there is a specific dollar amount that the insurance cover ca- uh, carrier pays, um- Okay. ... say if you do go to the emergency room. Let's see here. Uh- I'm just trying to make sure because I have a, um... So I went to the emergency room. They didn't charge me for anything, but they want me to go to a eye doctor because I have a, um, I had a stone in my eye but it turned into a cyst and they wanted me to go to a eye doctor to get it lance out. But I don't know if that, that's gonna cover, you know what I'm saying? Yeah, I totally understand. Um, so your VIP+ medical plan would cover that doctor's visit, specialty visit, um- Okay. ... uh, medications and hospitals. Um- Okay. Just as long as you have that ID

card and show them, uh, they'll put it into their system and run everything from there. Okay, okay. That's what I wanted to know because I need to go get this off my eye. Awesome. Well, is there anything else I can assist you with today, Mr. Grier? No, I appreciate that, Mr. Justin. You're welcome. You have a great day, okay? All right, you too. All right, bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah, how are you doing today, Justin?

Speaker speaker_0: I'm pretty well, and yourself?

Speaker speaker_1: I'm doing great. Um, I was wondering, my, first my name is Mathis Grier. I was wondering, can I cancel my insurance that I have right, for right now?

Speaker speaker_0: Um, yeah, let me check on that. Um, what's that staffing agency you work for?

Speaker speaker_1: Uh, Carlton Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 6625.

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

Speaker speaker_1: Uh, well, it changed. I don't know what, which one y'all have on file right now. I think it's, it should be 2022 Hilton Head.

Speaker speaker_0: Okay, city, state and ZIP code?

Speaker speaker_1: Uh, Missouri City, 677459.

Speaker speaker_0: Okay, and confirm your date of birth?

Speaker speaker_1: 12/31/1980.

Speaker speaker_0: And a good telephone number have a 713-702-8757.

Speaker speaker_1: No, it's, it changed. It, uh, the correct one is 281-300-7605.

Speaker speaker_0: And just to confirm, 281-300-7605?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is maureen_villegas@Yahoo?

Speaker speaker_1: No. I don't know who emails Yahoo. That's a lie. It's mathisgrier@Yahoo.com.

Speaker speaker_0: Mathis Grier. Okay.

Speaker speaker_1: Yeah, yeah, @Yahoo.com. I don't know who emailed it there.

Speaker speaker_0: No worries. So, let's see here. And you wanted to cancel the coverage, correct?

Speaker speaker_1: Yeah, how much was I paying on that coverage, for everything?

Speaker speaker_0: Um, so for the dental, vision, uh, and two medical plans for employee only, it was \$53.55.

Speaker speaker_1: Okay. Oh...

Speaker speaker_0: Let's see. Um, so looking at the file, looks like Carlton Staffing's actually a Section 125 client, so I wouldn't be able to cancel the coverage right now unless you experienced a qualified life event, or if you were in Carlton Staffing's next open enrollment period. However, a-

Speaker speaker_1: Oh.

Speaker speaker_0: ... qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere.

Speaker speaker_1: Oh, really?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I didn't know about none of that. So I have to keep it because I'm with them?

Speaker speaker_0: Uh, yes, sir. Or unless, until the next open enrollment period or if you experience a qualified life event.

Speaker speaker_1: And when is the next opening period?

Speaker speaker_0: Uh, let me check on that. Let's see. Carlton... Let's see. So Carlton had their last open enrollment from December 23rd to January 31st, so I'd presume sometime around that time of this year.

Speaker speaker_1: Oh, shoot, okay. And one more question for you. So, on my, on my coverage of insurance and my, and my, uh, vision insurance, what do they, what, so i- if I go to the emergency room, what do they cover?

Speaker speaker_0: Um, so your VIP+ would cover your emergency room visits since those cov- since that medical plan covers hospitals, doctors and medications.

Speaker speaker_1: Okay.

Speaker speaker_0: However, there is a specific dollar amount that the insurance cover ca- uh, carrier pays, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... say if you do go to the emergency room. Let's see here. Uh-

Speaker speaker_1: I'm just trying to make sure because I have a, um... So I went to the emergency room. They didn't charge me for anything, but they want me to go to a eye doctor because I have a, um, I had a stone in my eye but it turned into a cyst and they wanted me to go to a eye doctor to get it lance out. But I don't know if that, that's gonna cover, you know what I'm saying?

Speaker speaker_0: Yeah, I totally understand. Um, so your VIP+ medical plan would cover that doctor's visit, specialty visit, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... uh, medications and hospitals. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Just as long as you have that ID card and show them, uh, they'll put it into their system and run everything from there.

Speaker speaker_1: Okay, okay. That's what I wanted to know because I need to go get this off my eye.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today, Mr. Grier?

Speaker speaker_1: No, I appreciate that, Mr. Justin.

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

Speaker speaker_1: All right, you too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye-bye.