

## Transcript: Malcolm

Nash-4670591150899200-6289160984903680

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card is not Yeah, I need to change my enrollment. All right, what staffing company do you work for? MAU Workforce Solution. What's the last four of your social? 7350. You said 7350? Yes, sir. First name? Amanda. You said Amanda? Yes. Last name? Parlier. Right, for security purposes, can you verify your address and date of birth for me? 48 Maple Street, Grantville, 30220. And you said my birthday? Yes, ma'am. September 26. Uh, 9-26-1988. Thank you. So we got your phone number at 770-467-7479. Yes. And then your email is amandamarsellparlier@gmail.com? Yes. What type of changes were you looking to make? I actually wanted to cancel my benefits. So you want to cancel all of it? Um, yeah. Can you do me a quick run through of what I have on there right now? So you have the MEC standalone, the dental, the short-term disability and the behavioral health. Hmm. Oh. So you want me to cancel all your coverage? How much is the behavioral... How much does the behavioral health one by itself? \$1.50. I'm gonna go ahead and leave that one on there. Was that the only ones you wanted to keep? Yes, sir. All right. All right, got that in the system, Miss Amanda. Please be advised it does take one to two weeks for the changes to happen and it's possible to see the deductions of the \$18.49 for up to two weeks, but after two weeks you should see nothing but the behavioral health and the \$1.50. Thank you so much. No problem, Miss Amanda. Was there anything else I could help you with today? Um, I have a question. I understand that it's preven- preventative health only. Does that include medication management under the behavioral health, do you know? I wouldn't be able to answer that question. Or is that a different department? Yeah, that would be a question you want to ask the carrier directly. Okay. Do you have their number or you only do, handle enrollment? Let me... Give me one moment. Do you mind if I put you on a brief hold? That's fine. Thank you. Thank you. Are you there, ma'am? Hello. I got that phone number for you whenever you're ready. Thank you so much. It's 888- I'm ready. 888? 507. All right. 0435. Does it happen to include business hours by chance? It's eight to five. I mean, eight to eight. Eight to eight. Perfect, thank you. No problem. Was there anything else I could help you with today, Miss Amanda? No, sir. Thank you for all your help. No problem. Thanks for calling Benefits in One Card. Hope you have a great rest of your day. You too. Bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits in the card is not

Speaker speaker\_2: Yeah, I need to change my enrollment.

Speaker speaker\_1: All right, what staffing company do you work for?

Speaker speaker\_2: MAU Workforce Solution.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 7350.

Speaker speaker\_1: You said 7350?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: First name?

Speaker speaker\_2: Amanda.

Speaker speaker\_1: You said Amanda?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Parlier.

Speaker speaker\_1: Right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 48 Maple Street, Grantville, 30220. And you said my birthday?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: September 26. Uh, 9-26-1988.

Speaker speaker\_1: Thank you. So we got your phone number at 770-467-7479.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then your email is amandamarsellparlier@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: What type of changes were you looking to make?

Speaker speaker\_2: I actually wanted to cancel my benefits.

Speaker speaker\_1: So you want to cancel all of it?

Speaker speaker\_2: Um, yeah. Can you do me a quick run through of what I have on there right now?

Speaker speaker\_1: So you have the MEC standalone, the dental, the short-term disability and the behavioral health.

Speaker speaker\_2: Hmm. Oh.

Speaker speaker\_1: So you want me to cancel all your coverage?

Speaker speaker\_2: How much is the behavioral... How much does the behavioral health one by itself?

Speaker speaker\_1: \$1.50.

Speaker speaker\_2: I'm gonna go ahead and leave that one on there.

Speaker speaker\_1: Was that the only ones you wanted to keep?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. All right, got that in the system, Miss Amanda. Please be advised it does take one to two weeks for the changes to happen and it's possible to see the deductions of the \$18.49 for up to two weeks, but after two weeks you should see nothing but the behavioral health and the \$1.50.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: No problem, Miss Amanda. Was there anything else I could help you with today?

Speaker speaker\_2: Um, I have a question. I understand that it's preven- preventative health only. Does that include medication management under the behavioral health, do you know?

Speaker speaker\_1: I wouldn't be able to answer that question.

Speaker speaker\_2: Or is that a different department?

Speaker speaker\_1: Yeah, that would be a question you want to ask the carrier directly.

Speaker speaker\_2: Okay. Do you have their number or you only do, handle enrollment?

Speaker speaker\_1: Let me... Give me one moment. Do you mind if I put you on a brief hold?

Speaker speaker\_2: That's fine. Thank you.

Speaker speaker\_1: Thank you. Are you there, ma'am?

Speaker speaker\_2: Hello.

Speaker speaker\_1: I got that phone number for you whenever you're ready.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: It's 888-

Speaker speaker\_2: I'm ready. 888?

Speaker speaker\_1: 507.

Speaker speaker\_2: All right.

Speaker speaker\_1: 0435.

Speaker speaker\_2: Does it happen to include business hours by chance?

Speaker speaker\_1: It's eight to five. I mean, eight to eight.

Speaker speaker\_2: Eight to eight. Perfect, thank you.

Speaker speaker\_1: No problem. Was there anything else I could help you with today, Miss Amanda?

Speaker speaker\_2: No, sir. Thank you for all your help.

Speaker speaker\_1: No problem. Thanks for calling Benefits in One Card. Hope you have a great rest of your day.

Speaker speaker\_2: You too. Bye.