

Transcript: Malcolm

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Full Transcript

Your call may be monitored, or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. My name is Andrew Hubbard. Um, I currently have the, uh, health plan through you guys through my employer, uh, and I'm looking to, uh, go ahead and drop the coverage. And what staffing company do you work for? I work for Oxford. What's the last four of your Social? 4530. For security purposes, can you verify your address and date of birth for me? Yep. I'm at 565 Sparks Boulevard, Apartment 635 in Sparks, Nevada 89434. Birthdate June 27th, 1971. Okay. So it looks like you just got enrolled. You, uh, you changed your coverage on the sixth? Yeah, I called earlier. I dr- I had the dental as well, so I dropped that, and now I'm, uh, I'm, I'm not gonna use the health insurance, um, so I'm gonna go ahead and just drop everything. All right. So it looks like your changes had already been sent in to be processed, so it is possible to see that deduction once, but after that you should no longer see anything. Okay. For both... You're saying both the health and the dental? Uh, what did you... Whenever you changed from originally. It looks like you came and changed... You called to change coverage. You got dental- Yeah, I dropped it. Dental, yeah. Okay. So yeah, you shou- you see the deduction of 16.11. Okay. So, and then as far as the health, the MEC, I wanna drop that as well. Yes, sir. It should be c- it should be canceled. All of it should be canceled. Okay, so that'll show up on the next paycheck or f- or, or two you're saying? It is possible to see a deduction, because it had already been sent in to be processed, but after that point you should not see anymore. Okay, so I won't have any cover, either the dental or the medical coverage from here on then? No, sir. Correct? Okay. Once you, once you see that last deduction, you shouldn't. Okay, perfect. Thank you very much. Appreciate your help. No problem. Was there anything else I can help you with today, Mr. Andrew? N- No, sir. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you. You too. See you. Yeah, bye.

Conversation Format

Speaker speaker_0: Your call may be monitored, or recorded for quality assurance purposes.

Speaker speaker_2: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. My name is Andrew Hubbard. Um, I currently have the, uh, health plan through you guys through my employer, uh, and I'm looking to, uh, go ahead and drop the coverage.

Speaker speaker_2: And what staffing company do you work for?

Speaker speaker_1: I work for Oxford.

Speaker speaker_2: What's the last four of your Social?

Speaker speaker_1: 4530.

Speaker speaker_2: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yep. I'm at 565 Sparks Boulevard, Apartment 635 in Sparks, Nevada 89434. Birthdate June 27th, 1971.

Speaker speaker_2: Okay. So it looks like you just got enrolled. You, uh, you changed your coverage on the sixth?

Speaker speaker_1: Yeah, I called earlier. I dr- I had the dental as well, so I dropped that, and now I'm, uh, I'm, I'm not gonna use the health insurance, um, so I'm gonna go ahead and just drop everything.

Speaker speaker_2: All right. So it looks like your changes had already been sent in to be processed, so it is possible to see that deduction once, but after that you should no longer see anything.

Speaker speaker_1: Okay. For both... You're saying both the health and the dental?

Speaker speaker_2: Uh, what did you... Whenever you changed from originally. It looks like you came and changed... You called to change coverage. You got dental-

Speaker speaker_1: Yeah, I dropped it. Dental, yeah.

Speaker speaker_2: Okay. So yeah, you shou- you see the deduction of 16.11.

Speaker speaker_1: Okay. So, and then as far as the health, the MEC, I wanna drop that as well.

Speaker speaker_2: Yes, sir. It should be c- it should be canceled. All of it should be canceled.

Speaker speaker_1: Okay, so that'll show up on the next paycheck or f- or, or two you're saying?

Speaker speaker_2: It is possible to see a deduction, because it had already been sent in to be processed, but after that point you should not see anymore.

Speaker speaker_1: Okay, so I won't have any cover, either the dental or the medical coverage from here on then?

Speaker speaker_2: No, sir.

Speaker speaker_1: Correct? Okay.

Speaker speaker_2: Once you, once you see that last deduction, you shouldn't.

Speaker speaker_1: Okay, perfect. Thank you very much. Appreciate your help.

Speaker speaker_2: No problem. Was there anything else I can help you with today, Mr. Andrew?

Speaker speaker_1: N- No, sir.

Speaker speaker_2: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You too.

Speaker speaker_2: See you.

Speaker speaker_1: Yeah, bye.