

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Malcolm. How can I help you? Yes, sir. I'm calling because... I wanna see how, like, about going... what I need to do to get instead of preventative care, or, on my plan and to have medical care if I wanted to see a doctor. Okay. What staffing company do you work for? OnTrack Staffing. Last four of your Social? One, two, three, four. I did speak with you? Yeah, you did. All right. We... For security purposes, can you verify your address and date of birth for me? 1400 Tierra Blanca Drive, Justin, Texas 76247. And they just put me back to you because I asked the same question. Sure. And your date of birth? March 14th, 1982. Thank you. Right, so in order to, to make any changes to your coverage... 'cause right now you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. At this point, you'll have to wait- Mm-hmm. ... until a company open enrollment period or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to make any adjustments. How do I go about just canceling the whole plan? I can get it canceled for you over the phone. You wanna do it? Yeah, the, phone. Where you from? What's your name? When will it be effective? When will it not pull out of my check? So are you speaking for someone else, ma'am? Or are you... or is this coverage for you? Um, it's on my husband's, the name under it, and I'm on it. Okay. So, uh, he would have to be the one to cancel it if it's under his name. If- Uh-huh. ... if he wanted to cancel it. Yes, but he's asking a question. Hold on. Yeah, I'm the beneficiary. So yeah, if I cancel it today is when I stop for this pay period because I believe I pay \$68 a week, right? It's \$48.80. And it will take one to two weeks for the cancellation process. And it is possible to see deductions- Okay. ... within those two weeks. All right. But after two weeks you shouldn't see anything else. Yeah, I will cancel it though because basically I can get some ibuprofen and I still have to get... pay this insurance. It does not cover anything though. I was under the impression that they cover some. Right. So you wanna cancel your coverage? Do you wanna cancel all of it or just the medical? Uh, how much is totaled I pay with the vision and the dental? The dental is \$14.45 and the vision is \$7.62. So altogether it's like 68? Say that again. Altogether it's like 68? No, the dental is \$14.45 and the vision is \$7.62. Okay. And how much is the health? 48 you say, right? The health is \$26.73. In total, for all three of your coverages you're paying \$48.80. Okay. So I don't have to go to my staffing and cancel it with them? It's gonna be- I can cancel... automatic cancel? I can cancel it over the phone for you, sir. And that's... and that's why it would take one to two weeks because it has to go through payroll in your staffing company. Yes, cancel it though, please. All of it. Okay, I got that canceled for you, Mr. Rudolfo. Please be advised the cancellation- Okay. Well, thank you so much. ... process may take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see

anything else. All right. Well, thank you so much. I appreciate. No problem. Was there anything else I could help you with today? No, that would be it. Thank you though. No problem. Thanks for calling Benefits in a Cart. Hope you have a great day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Cart. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, sir. I'm calling because... I wanna see how, like, about going... what I need to do to get instead of preventative care, or, on my plan and to have medical care if I wanted to see a doctor.

Speaker speaker_1: Okay. What staffing company do you work for?

Speaker speaker_2: OnTrack Staffing.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: One, two, three, four.

Speaker speaker_1: I did speak with you?

Speaker speaker_2: Yeah, you did.

Speaker speaker_1: All right. We... For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 1400 Tierra Blanca Drive, Justin, Texas 76247. And they just put me back to you because I asked the same question.

Speaker speaker_1: Sure. And your date of birth?

Speaker speaker_2: March 14th, 1982.

Speaker speaker_1: Thank you. Right, so in order to, to make any changes to your coverage... 'cause right now you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. At this point, you'll have to wait-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... until a company open enrollment period or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to make any adjustments.

Speaker speaker_2: How do I go about just canceling the whole plan?

Speaker speaker_1: I can get it canceled for you over the phone.

Speaker speaker_2: You wanna do it?

Speaker speaker_3: Yeah, the, phone. Where you from? What's your name?

Speaker speaker_2: When will it be effective? When will it not pull out of my check?

Speaker speaker_1: So are you speaking for someone else, ma'am? Or are you... or is this coverage for you?

Speaker speaker_2: Um, it's on my husband's, the name under it, and I'm on it.

Speaker speaker_1: Okay. So, uh, he would have to be the one to cancel it if it's under his name. If-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... if he wanted to cancel it.

Speaker speaker_2: Yes, but he's asking a question. Hold on.

Speaker speaker_3: Yeah, I'm the beneficiary. So yeah, if I cancel it today is when I stop for this pay period because I believe I pay \$68 a week, right?

Speaker speaker_1: It's \$48.80. And it will take one to two weeks for the cancellation process. And it is possible to see deductions-

Speaker speaker_3: Okay.

Speaker speaker_1: ... within those two weeks.

Speaker speaker_3: All right.

Speaker speaker_1: But after two weeks you shouldn't see anything else.

Speaker speaker_3: Yeah, I will cancel it though because basically I can get some ibuprofen and I still have to get... pay this insurance. It does not cover anything though. I was under the impression that they cover some.

Speaker speaker_1: Right. So you wanna cancel your coverage? Do you wanna cancel all of it or just the medical?

Speaker speaker_2: Uh, how much is totaled I pay with the vision and the dental?

Speaker speaker_1: The dental is \$14.45 and the vision is \$7.62.

Speaker speaker_2: So altogether it's like 68?

Speaker speaker_1: Say that again.

Speaker speaker_2: Altogether it's like 68?

Speaker speaker_1: No, the dental is \$14.45 and the vision is \$7.62.

Speaker speaker_2: Okay. And how much is the health? 48 you say, right?

Speaker speaker_1: The health is \$26.73. In total, for all three of your coverages you're paying \$48.80.

Speaker speaker_2: Okay. So I don't have to go to my staffing and cancel it with them? It's gonna be-

Speaker speaker_1: I can cancel...

Speaker speaker_2: ... automatic cancel?

Speaker speaker_1: I can cancel it over the phone for you, sir. And that's... and that's why it would take one to two weeks because it has to go through payroll in your staffing company.

Speaker speaker_2: Yes, cancel it though, please. All of it.

Speaker speaker_1: Okay, I got that canceled for you, Mr. Rudolfo. Please be advised the cancellation-

Speaker speaker_2: Okay. Well, thank you so much.

Speaker speaker_1: ... process may take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_2: All right. Well, thank you so much. I appreciate.

Speaker speaker_1: No problem. Was there anything else I could help you with today?

Speaker speaker_2: No, that would be it. Thank you though.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Cart. Hope you have a great day.