

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you? Yes, hi. My name is Breasia Mitchell, and I need to change my benefits. And who do you work for? Um, ATC Healthcare. Can I have the last four digits of the Social so I can pull up your file? Yes. 31... 31... Ma'am? Ma'am? Yes, ma'am. 3174. I do apologize. And can you repeat your name for me, please? It is Breasia Mitchell. Thank you. Ms. Mitchell, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? Yes. Date of birth is 09-29-1996, and address is 5820 Murray Drive, Apartment E, as in Edward, 1919, um, Hanahan, South Carolina, 29410. Thank you for the information. We have a telephone number on file, which is, um... 843- ... 432920? Yes, ma'am. Um, can you email, um, B, your last name Mitchell, 929 at yahoo.com? Yes, ma'am. That's my email. Okay. And what would you like to change from your benefits? Um, I would like to take dental and my Medicaid Rx, um, I think the enhancement plan. Mm-hmm. I would like to remove those. What number? Do you want to stay with vision only? Um, with vision, and I wanna keep th-, um, want to add the free Rx. Okay. This is employee only, right? Yes. So we're taking down dental and the Stay Healthy in Hands. I'm sorry? I'm just repeating what you said. So we're taking out dental and the Stay Healthy in Hands, keeping the vision and adding, um, free Rx. Yes, for at this time, because, um, the medical enhancement is not beneficial for me as of right now. Um, yes, ma'am. One second. So with adding the vision... I'm sorry, the free Rx and keep with the vision, the premium will, will be \$8.14. The cancellation of the plan does take one to two weeks for all changes to be processed. Okay. And... Sorry, can I get that sent to email, that, that will be covered? You said within two weeks it will cancel? Yeah, could we process cancellation, um, let's see. Proof of cancellation to your email. It takes 24 to 48 hours to receive, and it will be coming in from info@benefitscentercorps. Okay. Thank you for giving us a call. Have a great rest of the day. Thank you. Oh, one last question. Um, so how much will my benefits be taken out each month, or however, the total amount? \$8 and... Okay. ... 18 cents. And 18 cents. Okay, thank you so much. Thank you for giving us a call. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, hi. My name is Breasia Mitchell, and I need to change my benefits.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: Um, ATC Healthcare.

Speaker speaker_1: Can I have the last four digits of the Social so I can pull up your file?

Speaker speaker_2: Yes. 31...

Speaker speaker_1: 31... Ma'am? Ma'am?

Speaker speaker_2: Yes, ma'am. 3174. I do apologize.

Speaker speaker_1: And can you repeat your name for me, please?

Speaker speaker_2: It is Breasia Mitchell.

Speaker speaker_1: Thank you. Ms. Mitchell, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_2: Yes. Date of birth is 09-29-1996, and address is 5820 Murray Drive, Apartment E, as in Edward, 1919, um, Hanahan, South Carolina, 29410.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, which is, um...

Speaker speaker_2: 843-

Speaker speaker_1: ... 432920?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, can you email, um, B, your last name Mitchell, 929 at yahoo.com?

Speaker speaker_2: Yes, ma'am. That's my email.

Speaker speaker_1: Okay. And what would you like to change from your benefits?

Speaker speaker_2: Um, I would like to take dental and my Medicaid Rx, um, I think the enhancement plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I would like to remove those.

Speaker speaker_1: What number? Do you want to stay with vision only?

Speaker speaker_2: Um, with vision, and I wanna keep th-, um, want to add the free Rx.

Speaker speaker_1: Okay. This is employee only, right?

Speaker speaker_2: Yes.

Speaker speaker_1: So we're taking down dental and the Stay Healthy in Hands.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: I'm just repeating what you said. So we're taking out dental and the Stay Healthy in Hands, keeping the vision and adding, um, free Rx.

Speaker speaker_2: Yes, for at this time, because, um, the medical enhancement is not beneficial for me as of right now. Um, yes, ma'am.

Speaker speaker_1: One second. So with adding the vision... I'm sorry, the free Rx and keep with the vision, the premium will, will be \$8.14. The cancellation of the plan does take one to two weeks for all changes to be processed.

Speaker speaker_2: Okay.

Speaker speaker_1: And...

Speaker speaker_2: Sorry, can I get that sent to email, that, that will be covered? You said within two weeks it will cancel?

Speaker speaker_1: Yeah, could we process cancellation, um, let's see. Proof of cancellation to your email. It takes 24 to 48 hours to receive, and it will be coming in from info@benefitscentercorps.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day. Thank you.

Speaker speaker_2: Oh, one last question. Um, so how much will my benefits be taken out each month, or however, the total amount?

Speaker speaker_1: \$8 and...

Speaker speaker_2: Okay.

Speaker speaker_1: ... 18 cents.

Speaker speaker_2: And 18 cents. Okay, thank you so much.

Speaker speaker_1: Thank you for giving us a call.

Speaker speaker_2: Bye-bye.