

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, David Wall. And how can I assist you, Mr. Wall? Um, it shows on my paycheck that you are... They're taking money out for some sort of, uh, accident insurance, and I do not believe I signed up for that. All that I should be having taken out of my check is, uh, health, dental, and vision. All righty. And what's the name of the company you work for? Uh, uh, uh, Terra, or- I don't kn- ... what is it, Versana now or something like that? Yes, Terra. And what is the last four digits of your Social? 9133. Okay. And can you confirm your address and date of birth? Uh, 1769 Cubby Run Drive, Forest Grove, Oregon 97116. Unit B as in boy, and 520 of 70. Okay. Can I have your phone number as 294-5778? No, that's my wife's phone number. Okay, I have another number on file. It's 294-5452. That's me. And I have your email address as... I have one as dswall1970@gmail.com. Yes. All righty. Let's see here. So I do have you enrolled in FreeRx, group accident, dental, vision, medical, and behavioral health. And I have that you actually enrolled yourself, um, through the portal. Yeah, but I thought I was signed up for the, uh, medical, dental and vision. I guess you want to go ahead and drop FreeRx, group accident, and behavioral health? Yeah, that's fine. Okay. Um, FreeRx, group accident, and behavioral health. Okay, so that brings your weekly deductions down to \$37.38. Okay. Okay, it will take one to two weeks for the staff and you see the adjusted deductions. Um, but yeah, you will drop FreeRx, group accident, and behavioral health. Do you have any questions? Are they gonna reimburse me on that or not? No, sir. Hm. So I can keep my money? Well, you did have... The coverage was active. You were... Well, it just became active this week. I did not ask for it. I never asked for it. Um, if you'd like, give me one moment. I'm gonna place you on a brief hold and see if there's anything we can do. But it's, as far as enrollment, it's showing that you did it yourself. Give me just one moment. That's, um, thank you so much for holding, Mr. Wall. I did go ahead and speak with my support on the floor, and unfortunately, the, these deductions were manually selected by you. It's not something that you get automatically enrolled in. They weren't plans that were bundled with any of the other plans you chose. So there's not, um, a way to, to give you a reimbursement. Those were all manually selected by you, by you through the portal. Mm-hmm. Right. All right. Okay. Do you have any other questions? Uh, yes. Uh, when is my card supposed to be arriving? So your dental and... Your dental should arri-... Your dental and vision should arrive by the end of this week, and then your medical will arrive to your email by the end of the week as well. All right. Okay. Is there anything else I can assist you with? No. All right. Thank you so much for calling. Have a great day.

Conversation Format

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

Speaker speaker_1: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, David Wall.

Speaker speaker_1: And how can I assist you, Mr. Wall?

Speaker speaker_2: Um, it shows on my paycheck that you are... They're taking money out for some sort of, uh, accident insurance, and I do not believe I signed up for that. All that I should be having taken out of my check is, uh, health, dental, and vision.

Speaker speaker_1: All righty. And what's the name of the company you work for?

Speaker speaker_2: Uh, uh, uh, Terra, or-

Speaker speaker_1: I don't kn-

Speaker speaker_2: ... what is it, Versana now or something like that?

Speaker speaker_1: Yes, Terra. And what is the last four digits of your Social?

Speaker speaker_2: 9133.

Speaker speaker_1: Okay. And can you confirm your address and date of birth?

Speaker speaker_2: Uh, 1769 Cubby Run Drive, Forest Grove, Oregon 97116. Unit B as in boy, and 520 of 70.

Speaker speaker_1: Okay. Can I have your phone number as 294-5778?

Speaker speaker_2: No, that's my wife's phone number.

Speaker speaker_1: Okay, I have another number on file. It's 294-5452.

Speaker speaker_2: That's me.

Speaker speaker_1: And I have your email address as... I have one as dswall1970@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Let's see here. So I do have you enrolled in FreeRx, group accident, dental, vision, medical, and behavioral health. And I have that you actually enrolled yourself, um, through the portal.

Speaker speaker_2: Yeah, but I thought I was signed up for the, uh, medical, dental and vision.

Speaker speaker_1: I guess you want to go ahead and drop FreeRx, group accident, and behavioral health?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Okay. Um, FreeRx, group accident, and behavioral health. Okay, so that brings your weekly deductions down to \$37.38.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, it will take one to two weeks for the staff and you see the adjusted deductions. Um, but yeah, you will drop FreeRx, group accident, and behavioral health. Do you have any questions?

Speaker speaker_2: Are they gonna reimburse me on that or not?

Speaker speaker_1: No, sir.

Speaker speaker_2: Hm. So I can keep my money?

Speaker speaker_1: Well, you did have... The coverage was active. You were... Well, it just became active this week.

Speaker speaker_2: I did not ask for it. I never asked for it.

Speaker speaker_1: Um, if you'd like, give me one moment. I'm gonna place you on a brief hold and see if there's anything we can do. But it's, as far as enrollment, it's showing that you did it yourself. Give me just one moment. That's, um, thank you so much for holding, Mr. Wall. I did go ahead and speak with my support on the floor, and unfortunately, the, these deductions were manually selected by you. It's not something that you get automatically enrolled in. They weren't plans that were bundled with any of the other plans you chose. So there's not, um, a way to, to give you a reimbursement. Those were all manually selected by you, by you through the portal.

Speaker speaker_2: Mm-hmm. Right. All right.

Speaker speaker_1: Okay. Do you have any other questions?

Speaker speaker_2: Uh, yes. Uh, when is my card supposed to be arriving?

Speaker speaker_1: So your dental and... Your dental should arrive... Your dental and vision should arrive by the end of this week, and then your medical will arrive to your email by the end of the week as well.

Speaker speaker_2: All right.

Speaker speaker_1: Okay. Is there anything else I can assist you with?

Speaker speaker_2: No.

Speaker speaker_1: All right. Thank you so much for calling. Have a great day.