

## Transcript: Pearl

**Rojas-6453349237047296-5169732628168704**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like pleasure speaking with? Hi, Pearl. This is Tanya with UnitedHealthcare's Family Engagement Center. I have a former employee of you all's on my back line, Mr. Peter, Peter O'Hare, and he, uh, uh, according to Brigham, I just called their HR department, he's mentioned that Mr. O'Hare left the company as well as Mr. O'Hare stated in 2023, but he has a policy out here, uh, UnitedHealthcare plan that went into effect September 1st of 2024. And he was calling to see how he can... how that plan can be re- could be removed. Um, so... Okay, so he used to work with a staffing agency, no longer does. He has a plan with UnitedHealthcare and wants it removed? Yes. Uh, he... his, uh... He no longer works for 3CI, but there's a plan that went into effect September 1st of 2024 for himself and his family. But the, um, Mr. Brigham of 3CI stated that Mr. O'Hare, his... he, he left, he left the company in 2023. Okay, so you would have to call UnitedHealthcare. We, we have, um... If he had coverage through the staffing agency, we would... It's been so long that it essentially canceled itself out. Um, but- Yeah, okay. ... UnitedHealthcare that's, uh, a separate company altogether. Okay, so that... So you all, you have nothing to do with that poli- that new plan that's just been... that was implemented on September 1st. Is that correct? Correct. It... ARAK is on our end? Mm-hmm. Okay, gotcha. All right, Pearl. I'll... Uh, all right, thank you very much. I'll go ahead and send it to our research team, and thank you. Okay. All right. Thank you for calling. Have a great day. Okay. Bye. Thanks, you-

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like pleasure speaking with?

Speaker speaker\_1: Hi, Pearl. This is Tanya with UnitedHealthcare's Family Engagement Center. I have a former employee of you all's on my back line, Mr. Peter, Peter O'Hare, and he, uh, uh, according to Brigham, I just called their HR department, he's mentioned that Mr. O'Hare left the company as well as Mr. O'Hare stated in 2023, but he has a policy out here, uh, UnitedHealthcare plan that went into effect September 1st of 2024. And he was calling to see how he can... how that plan can be re- could be removed.

Speaker speaker\_0: Um, so... Okay, so he used to work with a staffing agency, no longer does. He has a plan with UnitedHealthcare and wants it removed?

Speaker speaker\_1: Yes. Uh, he... his, uh... He no longer works for 3CI, but there's a plan that went into effect September 1st of 2024 for himself and his family. But the, um, Mr. Brigham of 3CI stated that Mr. O'Hare, his... he, he left, he left the company in 2023.

Speaker speaker\_0: Okay, so you would have to call UnitedHealthcare. We, we have, um... If he had coverage through the staffing agency, we would... It's been so long that it essentially canceled itself out. Um, but-

Speaker speaker\_1: Yeah, okay.

Speaker speaker\_0: ... UnitedHealthcare that's, uh, a separate company altogether.

Speaker speaker\_1: Okay, so that... So you all, you have nothing to do with that poli- that new plan that's just been... that was implemented on September 1st. Is that correct?

Speaker speaker\_0: Correct.

Speaker speaker\_1: It... ARAK is on our end?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay, gotcha. All right, Pearl. I'll... Uh, all right, thank you very much. I'll go ahead and send it to our research team, and thank you.

Speaker speaker\_0: Okay. All right. Thank you for calling. Have a great day.

Speaker speaker\_1: Okay. Bye. Thanks, you-