

## **Transcript: VICTORIA**

**Taylor-5880007364657152-6429177183944704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I wanted to, uh, decline coverage for 2025 from my employer. Okay. Uh, what's the name of the agency you work for? Oxford. And the last four of your Social? 8373. And your first and last name? Stacy Clay. Okay. Do you mind verifying your address and date of birth? Uh, 1224 Comer Avenue Southeast, Atlanta, Georgia 30317 and 5-26-84. Okay. Phone number 470-917-2559? Yes. And then email is first name dot last name at yahoo.com? Yes. Okay. So I see that you're actually enrolled already. Are you wanting to cancel the enrollment? Yes. Okay. And you're wanting to cancel the medical, dental and term life? Uh, well, medical and dental. Okay, so just keeping the term life then? Yes. Okay. So the term life by itself is \$2.11. Um, so it will typically... From here it takes about one to two weeks for the cancellation to be processed for the medical and dental. So you may see one to two more payroll deductions. If you do, it will provide the coverage for those plans until the cancellation has been processed for that. Okay. Um, was there anything else you might need help with? Uh, I just wanted to make sure, the dental, that's supplemental, right? Uh, I'm not really sure what you mean by supplemental. The email said supplemental benefits, so we would have to have another insurance provider to submit first? Yeah, I'm not aware of that. So is this supposed to be primary insurance? All right. Let me double check. Give me one second. Alrighty, thank you so much for holding. So this is not supplemental coverage. Basically how the dental works, the plan that we offer is gonna pay a set dollar amount for the benefits and then you would pay the remainder of the bill. Okay. Um, and then what about the medical? The American Public Life. 'Cause I can't find that in here- None of our plans... Yeah, none of our plans are supplemental. The way that it works is that they're gonna pay a set dollar amount for the benefits, and then you pay the remainder of the bill. Is there a way to find out what that set dollar amount is? Yeah. I, I can send you a copy of the benefits guide to your email. Um, you just want to remember that the plan that you're enrolled into is the Insure Plus Basics because this benefit guide that I'm gonna send to you actually goes over all of the plans. So just look for the plan that's labeled as Insure Plus and then it'll show you the set dollar amount for each benefit covered under that plan. Okay. And, um- Yeah. ... how do we look up a p- a provider that takes... Oh, I see. Multiplan. Hmm. Yeah, all that information should be on your ID cards. Do you have all the ID cards? The dental and, uh, medical? I, um, I, um, I couldn't find this plan on any providers in Georgia. Okay. On yours, so I... That's why I thought it was supplemental. Someone else said the same thing, they couldn't find it where they were either. Okay, but I will, um, take a look at the brochure. Okay. Alrighty, did you need help with anything else? Uh, no, that's it. Thank you. You're welcome. You have a wonderful day. Thanks, you too. Bye-bye. Thank you. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi. I wanted to, uh, decline coverage for 2025 from my employer.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Oxford.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 8373.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Stacy Clay.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 1224 Comer Avenue Southeast, Atlanta, Georgia 30317 and 5-26-84.

Speaker speaker\_1: Okay. Phone number 470-917-2559?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email is first name dot last name at yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I see that you're actually enrolled already. Are you wanting to cancel the enrollment?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you're wanting to cancel the medical, dental and term life?

Speaker speaker\_2: Uh, well, medical and dental.

Speaker speaker\_1: Okay, so just keeping the term life then?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So the term life by itself is \$2.11. Um, so it will typically... From here it takes about one to two weeks for the cancellation to be processed for the medical and dental. So you may see one to two more payroll deductions. If you do, it will provide the coverage for those plans until the cancellation has been processed for that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, was there anything else you might need help with?

Speaker speaker\_2: Uh, I just wanted to make sure, the dental, that's supplemental, right?

Speaker speaker\_1: Uh, I'm not really sure what you mean by supplemental.

Speaker speaker\_2: The email said supplemental benefits, so we would have to have another insurance provider to submit first?

Speaker speaker\_1: Yeah, I'm not aware of that.

Speaker speaker\_2: So is this supposed to be primary insurance?

Speaker speaker\_1: All right. Let me double check. Give me one second. Alrighty, thank you so much for holding. So this is not supplemental coverage. Basically how the dental works, the plan that we offer is gonna pay a set dollar amount for the benefits and then you would pay the remainder of the bill.

Speaker speaker\_2: Okay. Um, and then what about the medical? The American Public Life. 'Cause I can't find that in here-

Speaker speaker\_1: None of our plans... Yeah, none of our plans are supplemental. The way that it works is that they're gonna pay a set dollar amount for the benefits, and then you pay the remainder of the bill.

Speaker speaker\_2: Is there a way to find out what that set dollar amount is?

Speaker speaker\_1: Yeah. I, I can send you a copy of the benefits guide to your email. Um, you just want to remember that the plan that you're enrolled into is the Insure Plus Basics because this benefit guide that I'm gonna send to you actually goes over all of the plans. So just look for the plan that's labeled as Insure Plus and then it'll show you the set dollar amount for each benefit covered under that plan.

Speaker speaker\_2: Okay. And, um-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... how do we look up a p- a provider that takes... Oh, I see. Multiplan. Hmm.

Speaker speaker\_1: Yeah, all that information should be on your ID cards. Do you have all the ID cards? The dental and, uh, medical?

Speaker speaker\_2: I, um, I, um, I couldn't find this plan on any providers in Georgia.

Speaker speaker\_1: Okay.

Speaker speaker\_2: On yours, so I... That's why I thought it was supplemental. Someone else said the same thing, they couldn't find it where they were either. Okay, but I will, um, take a look at the brochure.

Speaker speaker\_1: Okay. Alrighty, did you need help with anything else?

Speaker speaker\_2: Uh, no, that's it. Thank you.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: Thanks, you too. Bye-bye.

Speaker speaker\_1: Thank you. Bye-bye.