

Transcript: VICTORIA

Taylor-5903072890929152-5656589180551168

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? Um, I was just trying to find out if this was through my company. Okay. So, this is Benefits on a Card, we're benefits administrators for, um, multiple staffing agencies across the states. Okay. So, I guess I'm not following you. Okay, so it's not my benefits from my company trying to get me to renew? I- I'm not sure, what's the n- We work for multiple staffing agencies, what's the name of the agency- Oh, okay. Uh, Care Builders At Home. Okay. Yeah, so this would be for the medical insurance being offered through the agency. Oh, okay, okay. Yes, then, um, so- so I currently do have benefits through the agency, but I do not wanna renew for the following year. Okay. Are you wanting to cancel the coverage? Yes. I wanna cancel the coverage. Okay. What is the- The coverage that I have- The coverage that I have is ridiculous because my primary care physician that I go see, her visits are 178 so it only pays for 100 and I still have to come out of pocket \$78. So, I thought, like, I had a co-pay and I don't. Okay. Let me pull up your file so I can cancel it for you. Okay. Okay. What's the last four of your Social? 7547. Your first and last name? Debbie Chavez Dunbar. D-U-N-B-A-R. Do you mind verifying your address and date of birth? Yes. My address is 1706 County Road 654D, Brazoria, Texas 77422. And then phone number 979-418-4737? Yes. Email is going to be debbie.chavez0110@gmail.com? That's correct. Okay. Give me one second. So, this will cancel just the medical or will it cancel everything, the vision or the dental? I was actually just about to ask that. So, are you- what are you wanting to cancel? Do you want to cancel everything or just the medical? Just the medical. Okay. All right, so we're just going to be canceling the medical and then keeping the free RX dental and vision? Yes. Okay. So, the new deduction for the free RX dental and vision would be \$11.78. Okay. And it will take about one to two weeks for the cancellation for medical to be processed. Okay. So, you may see one to two more deductions for medical. Okay. If you do, it will provide the coverage you're paying for, of course, until the cancellation has been processed. Okay. All right, that'll work. Thank you. You're welcome. Did you need help with anything else? No, miss, that's it. Thank you so much. You're welcome. Bye-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: Um, I was just trying to find out if this was through my company.

Speaker speaker_1: Okay. So, this is Benefits on a Card, we're benefits administrators for, um, multiple staffing agencies across the states.

Speaker speaker_2: Okay. So, I guess I'm not following you. Okay, so it's not my benefits from my company trying to get me to renew?

Speaker speaker_1: I- I'm not sure, what's the n- We work for multiple staffing agencies, what's the name of the agency-

Speaker speaker_2: Oh, okay. Uh, Care Builders At Home.

Speaker speaker_1: Okay. Yeah, so this would be for the medical insurance being offered through the agency.

Speaker speaker_2: Oh, okay, okay. Yes, then, um, so- so I currently do have benefits through the agency, but I do not wanna renew for the following year.

Speaker speaker_1: Okay. Are you wanting to cancel the coverage?

Speaker speaker_2: Yes. I wanna cancel the coverage.

Speaker speaker_1: Okay. What is the-

Speaker speaker_2: The coverage that I have- The coverage that I have is ridiculous because my primary care physician that I go see, her visits are 178 so it only pays for 100 and I still have to come out of pocket \$78. So, I thought, like, I had a co-pay and I don't.

Speaker speaker_1: Okay. Let me pull up your file so I can cancel it for you.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7547.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Debbie Chavez Dunbar. D-U-N-B-A-R.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. My address is 1706 County Road 654D, Brazoria, Texas 77422.

Speaker speaker_1: And then phone number 979-418-4737?

Speaker speaker_2: Yes.

Speaker speaker_1: Email is going to be debbie.chavez0110@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: So, this will cancel just the medical or will it cancel everything, the vision or the dental?

Speaker speaker_1: I was actually just about to ask that. So, are you- what are you wanting to cancel? Do you want to cancel everything or just the medical?

Speaker speaker_2: Just the medical.

Speaker speaker_1: Okay. All right, so we're just going to be canceling the medical and then keeping the free RX dental and vision?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, the new deduction for the free RX dental and vision would be \$11.78.

Speaker speaker_2: Okay.

Speaker speaker_1: And it will take about one to two weeks for the cancellation for medical to be processed.

Speaker speaker_2: Okay.

Speaker speaker_1: So, you may see one to two more deductions for medical.

Speaker speaker_2: Okay.

Speaker speaker_1: If you do, it will provide the coverage you're paying for, of course, until the cancellation has been processed.

Speaker speaker_2: Okay. All right, that'll work. Thank you.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: No, miss, that's it. Thank you so much.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.