

Transcript: VICTORIA

Taylor-5929018018938880-6166546890276864

Full Transcript

Thank you for calling Benefits, uh, Cards. This is Victoria. How can I help you? Uh, hi, my name is Jalesia Carter. Yesterday, I called and canceled my insurance. It was actually a mechanical issue. I was supposed to edit my insurance. Is that still possible? Okay, I'm having a hard time hearing you. Um, what were you trying to do? Okay, so yesterday I called and canceled my insurance and I wasn't supposed to cancel the insurance, I was supposed to edit the insurance. Okay. What's the name of the agency you work for? HA- HHS. Would it be HSS? Yes. Okay, and the last four of your Social? 5605. Okay, 5305, correct? Yes, 5605. 5605. Okay, 5605. And your first and last name? Jalesia Carter. All right. Do you mind verifying your address and date of birth? Uh, birthday's 12/05/90. Address is 6100 Watson Way, Smyrna, Georgia 30080. Okay, the zip code is 30080? Yes. Or do it again, 82. 30080. Eight-two? 800- Yeah, so we have 82, so should it be 80? Yes, it should be 80. Phone number is 470-983-1434? Yes, ma'am. And then email is gonna be J-A-L-E-S- Jalesia, jalesia.c@gmail.com. Okay, give me just a few seconds. Okay, so you're not wanting to cancel the coverage. You're just wanting to make changes? Yeah, so I needed... 'Cause when I first did it, they, um, I think I was supposed to call if I wanted to edit people, but I need to remove Mark Moon, uh, Issa Dee. Uh, who's on there? Uh, myself, I wanna remove Mark Moon, uh, and then is there possibly Zaniya her and Jada Carter, or do I need to add Jada Carter and Michael Moon? It's, it's somewhere, I'm not for sure who's under there, but I know who needs to be under there. Okay. Um, so I have Mark and then I have Zaniya and then Q- Qutriana. I'm not sure how to, yeah. Qutriana. Yes. So I wanted to- Okay. ... remove Mark. Okay. And you said you already have Zaniya and Qutriana? Yes. Okay, so I need to add Jada Carter and Michael Moon. Okay, so we're just removing your spouse and we're just gonna be switching the coverage to employee plus spous- or, I'm sorry, employee plus children. Yes. Okay, give me just a few seconds. Okay, so we're switching... Enrolled into employee plus children, it does bring your weekly deduction down to \$64.87. Okay. And then give me another few seconds, so I can get past this screen. I'm sorry, the system is just being slow, so give me- Oh, no problem. ... a couple moments. Okay. So it looks like we're having some issues with our system, so I guess what I'm gonna have to do is, um, just take down the information and then make the changes once it comes back up. So you're wanting to add two more children. Is that correct? Yes. Okay. What is the first child's name? Uh, Micah Moon. M-I-C-A-H. Last name is Moon. M-O-O-N. His birthday is January 24th, 2021. And did you say first name is Micah? M-I-C-A-H? Yes. Okay. And then full Social? Oh, I do have that. You don't have access to the Social. Is that correct? Um, I'm not at home at the moment, so I don't have it. Okay. And then, uh, what is the, uh, second child's name? Uh, Jayda. J-A-Y-D-A. Last name is Carter. Her birthday is 11/13/09. Okay. And you don't have her Social Security number either? No. Okay. All right. And is that everybody that should be on the coverage at

that point? Yes. Myself, Deon Young, Zaniya Heron, Jayda Carter, and Micah Moon. All right. So I have you, of course. I have Micah, Jayda, and then I have Zaniya and, uh- She's good. Uh... Yes, ma'am. Yes, that is everybody. All right. So let's see if it'll let me make the changes now. I don't know why it's backing up today. Do you mind if I put you on a brief hold for just a few seconds? Oh sure. No problem. Okay. Thank you. All righty, thank you so much for holding. I finally got the system to make the changes for you, and everybody is good to go now. Thank you so much. Yes, ma'am. I have a question. Um- Okay. Uh, um, I, I got the app. Um, I was trying to figure out so I can choose my doctors and everything from the app, correct? What app are you talking about? Hello? Are you there? Hello. Yes. Oh, my phone went off. So, I got the email about setting up my insurance on- Uh-huh. ... just to create my login and everything, so I can choose like my doctors and everything that way? I'm not aware of an app. Um, we're just your administrators for medical insurance. Well, it was an email. Okay. Okay. So as far as like choosing your providers, um, it's gonna be different for medical, dental and vision. So medical, you can either go on to multiplan.com or you can call MultiPlan and they can help you find a provider from there. Um, dental there... Uh, I mean, I can send you instructions to your email. There's a... Let's see. Okay, so dental you can either go into ampublic.com or there's a phone number I can give you to call. Vision is gonna be different, um, as well. You can either go on to metlife.com, uh, forward slash mybenefits or you can call them to find providers. Okay, that works. Do you need me to send that to your email? Yes, please. Okay. And was there anything else you might need help with? Um, no, that, that'd be all. All righty. Well, you have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits, uh, Cards. This is Victoria. How can I help you?

Speaker speaker_1: Uh, hi, my name is Jalesia Carter. Yesterday, I called and canceled my insurance. It was actually a mechanical issue. I was supposed to edit my insurance. Is that still possible?

Speaker speaker_0: Okay, I'm having a hard time hearing you. Um, what were you trying to do?

Speaker speaker_1: Okay, so yesterday I called and canceled my insurance and I wasn't supposed to cancel the insurance, I was supposed to edit the insurance.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: HA- HHS.

Speaker speaker_0: Would it be HSS?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and the last four of your Social?

Speaker speaker_1: 5605.

Speaker speaker_0: Okay, 5305, correct?

Speaker speaker_1: Yes, 5605. 5605.

Speaker speaker_0: Okay, 5605. And your first and last name?

Speaker speaker_1: Jalesia Carter.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, birthday's 12/05/90. Address is 6100 Watson Way, Smyrna, Georgia 30080.

Speaker speaker_0: Okay, the zip code is 30080?

Speaker speaker_1: Yes. Or do it again, 82. 30080.

Speaker speaker_0: Eight-two?

Speaker speaker_1: 800-

Speaker speaker_0: Yeah, so we have 82, so should it be 80?

Speaker speaker_1: Yes, it should be 80.

Speaker speaker_0: Phone number is 470-983-1434?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is gonna be J-A-L-E-S-

Speaker speaker_1: Jalesia, jalesia.c@gmail.com.

Speaker speaker_0: Okay, give me just a few seconds. Okay, so you're not wanting to cancel the coverage. You're just wanting to make changes?

Speaker speaker_1: Yeah, so I needed... 'Cause when I first did it, they, um, I think I was supposed to call if I wanted to edit people, but I need to remove Mark Moon, uh, Issa Dee. Uh, who's on there? Uh, myself, I wanna remove Mark Moon, uh, and then is there possibly Zaniya her and Jada Carter, or do I need to add Jada Carter and Michael Moon? It's, it's somewhere, I'm not for sure who's under there, but I know who needs to be under there.

Speaker speaker_0: Okay. Um, so I have Mark and then I have Zaniya and then Q-

Speaker speaker_1: Qutriana.

Speaker speaker_0: I'm not sure how to, yeah.

Speaker speaker_1: Qutriana. Yes. So I wanted to-

Speaker speaker_0: Okay.

Speaker speaker_1: ... remove Mark.

Speaker speaker_0: Okay.

Speaker speaker_1: And you said you already have Zaniya and Qutriana?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, so I need to add Jada Carter and Michael Moon.

Speaker speaker_0: Okay, so we're just removing your spouse and we're just gonna be switching the coverage to employee plus spous- or, I'm sorry, employee plus children.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, give me just a few seconds. Okay, so we're switching... Enrolled into employee plus children, it does bring your weekly deduction down to \$64.87.

Speaker speaker_1: Okay.

Speaker speaker_0: And then give me another few seconds, so I can get past this screen. I'm sorry, the system is just being slow, so give me-

Speaker speaker_1: Oh, no problem.

Speaker speaker_0: ... a couple moments. Okay. So it looks like we're having some issues with our system, so I guess what I'm gonna have to do is, um, just take down the information and then make the changes once it comes back up. So you're wanting to add two more children. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. What is the first child's name?

Speaker speaker_2: Uh, Micah Moon. M-I-C-A-H. Last name is Moon. M-O-O-N. His birthday is January 24th, 2021.

Speaker speaker_0: And did you say first name is Micah? M-I-C-A-H?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. And then full Social?

Speaker speaker_2: Oh, I do have that.

Speaker speaker_0: You don't have access to the Social. Is that correct?

Speaker speaker_2: Um, I'm not at home at the moment, so I don't have it.

Speaker speaker_0: Okay. And then, uh, what is the, uh, second child's name?

Speaker speaker_2: Uh, Jayda. J-A-Y-D-A. Last name is Carter. Her birthday is 11/13/09.

Speaker speaker_0: Okay. And you don't have her Social Security number either?

Speaker speaker_2: No.

Speaker speaker_0: Okay. All right. And is that everybody that should be on the coverage at that point?

Speaker speaker_2: Yes. Myself, Deon Young, Zaniya Heron, Jayda Carter, and Micah Moon.

Speaker speaker_0: All right. So I have you, of course. I have Micah, Jayda, and then I have Zaniya and, uh-

Speaker speaker_2: She's good.

Speaker speaker_0: Uh... Yes, ma'am.

Speaker speaker_2: Yes, that is everybody.

Speaker speaker_0: All right. So let's see if it'll let me make the changes now. I don't know why it's backing up today. Do you mind if I put you on a brief hold for just a few seconds?

Speaker speaker_2: Oh sure. No problem.

Speaker speaker_0: Okay. Thank you. All righty, thank you so much for holding. I finally got the system to make the changes for you, and everybody is good to go now.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Yes, ma'am. I have a question. Um- Okay.

Speaker speaker_1: Uh, um, I, I got the app. Um, I was trying to figure out so I can choose my doctors and everything from the app, correct?

Speaker speaker_0: What app are you talking about? Hello? Are you there?

Speaker speaker_1: Hello. Yes. Oh, my phone went off. So, I got the email about setting up my insurance on-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... just to create my login and everything, so I can choose like my doctors and everything that way?

Speaker speaker_0: I'm not aware of an app. Um, we're just your administrators for medical insurance.

Speaker speaker_1: Well, it was an email.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: So as far as like choosing your providers, um, it's gonna be different for medical, dental and vision. So medical, you can either go on to multiplan.com or you can call MultiPlan and they can help you find a provider from there. Um, dental there... Uh, I mean, I can send you instructions to your email. There's a... Let's see. Okay, so dental you can either go into ampublic.com or there's a phone number I can give you to call. Vision is gonna be different, um, as well. You can either go on to metlife.com, uh, forward slash mybenefits or you can call them to find providers.

Speaker speaker_1: Okay, that works.

Speaker speaker_0: Do you need me to send that to your email?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. And was there anything else you might need help with?

Speaker speaker_1: Um, no, that, that'd be all.

Speaker speaker_0: All righty. Well, you have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.