

Transcript: VICTORIA

Taylor-6165723164917760-5976960996425728

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Accurate, this is Victoria. How can I help you? Yes, ma'am. I wanna, I wanna see about canceling my Medicaid insurance. Okay. Um, what's the name of the agency you work for? Um, I work through, uh, Le- Litman Plastic. What- Oh, oh, Megaforce, sorry about that. Okay. Megaforce One. And the last four of your social? 2944. 2944? Yes, ma'am. And your first and last name? First name's Joseph, and my last name's Hargrove. Okay. Do you mind verifying your address and date of birth? Uh, 09/04/1965, uh, 1030 Wilson Lee Boulevard, Statesville, North Carolina. Okay, is it 1030 Wesley Boulevard, or- Wilson Lee Boulevard. It might have Wesley down there, I don't know. I know it's supposed to be Wilson Lee. Okay, so 1030 Wilson W.Lee Boulevard? Yeah. Okay, gotcha, just wanted to make sure. And then phone number is 704-947-4820? No, ma'am, I got a... That number's... Uh, I no longer have that number. My number's 704-273... Um, 273-8298, I mean, 89. Okay. And then email is joeHargrove28677@Gmail.com? Yes, ma'am. Okay. Now are you wanting to cancel everything you enrolled in too? Well, the thing is, I used it on a dental, but it, it didn't even pay nothing but \$500, 800 a month. Close to \$24,000 for a whole, I was gonna get the whole thing done and that ain't covering nothing to me. And then, the thing is, um, the job that I'm working through a temp, they uh, getting on full-time so they giving, they got insurance through the company so I'm gonna... And so many people come together. Okay. So just to make sure you're wanting to cancel the medical, dental, vision and the FreeRx? That, that... Who? So everything you're enrolled into, you're enrolled into the FreeRx, the EnsurePlus Basics medical plan, dental and vision. Are you wanting to cancel all of that? Yes, ma'am. Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll. Yes, ma'am. You may see one or two more deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. That'll be fine. Was there anything else you might need help with? No, ma'am. Thank you. All right. You're welcome. Have a good day. All right. 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 Accurate, this is Victoria. How can I help you?

Speaker speaker_2: Yes, ma'am. I wanna, I wanna see about canceling my Medicaid insurance.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: Um, I work through, uh, Le- Litman Plastic.

Speaker speaker_0: What-

Speaker speaker_2: Oh, oh, Megaforce, sorry about that.

Speaker speaker_0: Okay.

Speaker speaker_2: Megaforce

Speaker speaker_3: One.

Speaker speaker_0: And the last four of your social?

Speaker speaker_2: 2944.

Speaker speaker_0: 2944?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: And your first and last name?

Speaker speaker_2: First name's Joseph, and my last name's Hargrove.

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

Speaker speaker_2: Uh, 09/04/1965, uh, 1030 Wilson Lee Boulevard, Statesville, North Carolina.

Speaker speaker_0: Okay, is it 1030 Wesley Boulevard, or-

Speaker speaker_2: Wilson Lee Boulevard. It might have Wesley down there, I don't know. I know it's supposed to be Wilson Lee.

Speaker speaker_0: Okay, so 1030 Wilson W.Lee Boulevard?

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay, gotcha, just wanted to make sure. And then phone number is 704-947-4820?

Speaker speaker_2: No, ma'am, I got a... That number's... Uh, I no longer have that number. My number's 704-273... Um, 273-8298, I mean, 89.

Speaker speaker_0: Okay. And then email is joehargrove28677@Gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay. Now are you wanting to cancel everything you enrolled in too?

Speaker speaker_2: Well, the thing is, I used it on a dental, but it, it didn't even pay nothing but \$500, 800 a month. Close to \$24,000 for a whole, I was gonna get the whole thing done and that ain't covering nothing to me. And then, the thing is, um, the job that I'm working

through a temp, they uh, getting on full-time so they giving, they got insurance through the company so I'm gonna...

Speaker speaker_3: And so many people come together.

Speaker speaker_0: Okay. So just to make sure you're wanting to cancel the medical, dental, vision and the FreeRx?

Speaker speaker_3: That, that... Who?

Speaker speaker_0: So everything you're enrolled into, you're enrolled into the FreeRx, the EnsurePlus Basics medical plan, dental and vision. Are you wanting to cancel all of that?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_0: Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_0: You may see one or two more deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_3: Okay. That'll be fine.

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_2: No, ma'am. Thank you.

Speaker speaker_0: All right. You're welcome. Have a good day.

Speaker speaker_2: All right.

Speaker speaker_0: Thank you. Bye-bye.