

Transcript: Chris Sofield (deactivated)-5719291798274048-4999745458094080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yeah, I got a text message from you guys earlier and I'm just wondering, like, what... what all this is about. Okay. Well, what did the text message say, sir? Uh... It says, "Congrats on your job with Surge. You will be auto-enrolled," and some BS. "Call this number to make changes before your window closes," or whatever. Okay. So, that is just letting you know that Surge Staffing automatically enrolls all new hires into a medical plan called the MEC TelRx plan. Uh, it covers preventative care services, as well as some prescription coverage through a free- through the program called FreeRx. Um- Yeah, I don't- I don't- But if you don't want any- I don't want any of that. I don't want to be enrolled. I don't... I don't need that. Okay. So, in order to opt you out, I'll need to get a little bit of information from you to locate in the file to start that process. What's the last four of your social, sir? 7301. And your first and last name? Jeremiah Johnson. Thank you. Mr. Johnson, could you verify your address and your date of birth, please? Uh... It's 57 Pollyanna, and I'm not going to give you my birthdate. Sir, per HIPAA regulations, we are required to verify all demographic information to be able to make any changes, including opting you out of any insurance, so I would need you to verify that information. Well, I mean, like... Like I verified everything else with you, why don't you verify it with me? Sir, we are required that you verify the information on file, so I would need you to verify your full mailing address as well as your date of birth. 122481. Thank you. And the city, state and zip code for your address? Germantown, Ohio 45327. Thank you. All right. I have you opted out of automatic enrollment. You're not going to be enrolled into anything, sir. Anything else? That'll be all. All right. Thanks for calling and have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yeah, I got a text message from you guys earlier and I'm just wondering, like, what... what all this is about.

Speaker speaker_1: Okay. Well, what did the text message say, sir?

Speaker speaker_2: Uh... It says, "Congrats on your job with Surge. You will be auto-enrolled," and some BS. "Call this number to make changes before your window closes,"

or whatever.

Speaker speaker_1: Okay. So, that is just letting you know that Surge Staffing automatically enrolls all new hires into a medical plan called the MEC TelRx plan. Uh, it covers preventative care services, as well as some prescription coverage through a free- through the program called FreeRx. Um-

Speaker speaker_2: Yeah, I don't- I don't-

Speaker speaker_1: But if you don't want any-

Speaker speaker_2: I don't want any of that. I don't want to be enrolled. I don't... I don't need that.

Speaker speaker_1: Okay. So, in order to opt you out, I'll need to get a little bit of information from you to locate in the file to start that process. What's the last four of your social, sir?

Speaker speaker_2: 7301.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jeremiah Johnson.

Speaker speaker_1: Thank you. Mr. Johnson, could you verify your address and your date of birth, please?

Speaker speaker_2: Uh... It's 57 Pollyanna, and I'm not going to give you my birthdate.

Speaker speaker_1: Sir, per HIPAA regulations, we are required to verify all demographic information to be able to make any changes, including opting you out of any insurance, so I would need you to verify that information.

Speaker speaker_2: Well, I mean, like... Like I verified everything else with you, why don't you verify it with me?

Speaker speaker_1: Sir, we are required that you verify the information on file, so I would need you to verify your full mailing address as well as your date of birth.

Speaker speaker_2: 122481.

Speaker speaker_1: Thank you. And the city, state and zip code for your address?

Speaker speaker_2: Germantown, Ohio 45327.

Speaker speaker_1: Thank you. All right. I have you opted out of automatic enrollment. You're not going to be enrolled into anything, sir. Anything else?

Speaker speaker_2: That'll be all.

Speaker speaker_1: All right. Thanks for calling and have a good day.