

Transcript: Chris Sofield

(deactivated)-6715838679171072-5107027581288448

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? Hey. Hello. Um, I got a, um, a text message saying after my first check, uh, if I don't call or something, I'm going to be enrolled in a plan. Can I... Is it... Is the plan the, the, like a medical plan? Is it what it is? Uh, yeah, most likely because that's what we are. We are a plan administrator, like enrollment administrator for different, uh, staffing companies for like their health insurance. Oh, okay. Okay. Yeah. I was gonna- What, what, what company do you work with? Carlton Staffing. Okay. Yeah. They automatically enroll you into a medical plan. Uh, I believe it's like the- Unless you- First day, after your first month in. Unless you- Unless you like, uh, call. Yeah. Right? Correct. Yeah. Were you looking to opt out? Yeah, 'cause I don't really need that. No. Don't really need it. Okay. Uh, what's, what's the last four of your social? 9649. And your first and last name? Omar and then Trejo. T-R-E-J-O. All right. Mr. Trejo, can, uh, can you verify your address and your date of birth, please? 5439 Bonanza Drive, Dickinson, Texas 77539. 02/27/2006. Okay. Thank you. Uh, phone on file we have is 832-682-8688. Is that correct? Yeah. This phone number. Yes. Okay. Let's see here. All right. Um, it looks like Carlton did already start that automatic enrollment process. I'll start a cancellation on it, but it has processed at least enough for you to see one deduction for one week of coverage for the plan. But that should be the only one you see. So, um, so on this check it's going to be discounted basically? Like taken off? Yes. It, uh... I can't tell you which check it's going to be because that's entirely up to Carlton Staffing themselves. Um, but I do know that you may... You, you most likely will still see one deduction, uh, for one week of coverage. But that should be the only one you see. Oh, okay. All right. Anything else? Uh, no, that's it. That's all- All right. That's all the coverage that they aut- that they offer, right? Uh, the medical policy that they automatically enroll you into, that's the one that they auto enroll you into. There are other plans available for like medical, dental, vision, et cetera. Um, but yeah. Okay. And I'm... And I was only included in the medical, correct? Not in the other one? Uh, correct. They, the, they only enroll you into a preventative care medical plan, uh, by default. Okie dokie. Yep. That's it then. All right. Anything else? No. Thank you so much for helping me. You're welcome. Thanks for calling and have a good day. You too. Bye-bye. Bye now.

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: Hey. Hello. Um, I got a, um, a text message saying after my first check, uh, if I don't call or something, I'm going to be enrolled in a plan. Can I... Is it... Is the plan the, the, like a medical plan? Is it what it is?

Speaker speaker_1: Uh, yeah, most likely because that's what we are. We are a plan administrator, like enrollment administrator for different, uh, staffing companies for like their health insurance.

Speaker speaker_2: Oh, okay. Okay. Yeah. I was gonna-

Speaker speaker_1: What, what, what company do you work with?

Speaker speaker_2: Carlton Staffing.

Speaker speaker_1: Okay. Yeah. They automatically enroll you into a medical plan. Uh, I believe it's like the-

Speaker speaker_2: Unless you-

Speaker speaker_1: First day, after your first month in. Unless you-

Speaker speaker_2: Unless you like, uh, call. Yeah. Right?

Speaker speaker_1: Correct. Yeah. Were you looking to opt out?

Speaker speaker_2: Yeah, 'cause I don't really need that. No. Don't really need it.

Speaker speaker_1: Okay. Uh, what's, what's the last four of your social?

Speaker speaker_2: 9649.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Omar and then Trejo. T-R-E-J-O.

Speaker speaker_1: All right. Mr. Trejo, can, uh, can you verify your address and your date of birth, please?

Speaker speaker_2: 5439 Bonanza Drive, Dickinson, Texas 77539. 02/27/2006.

Speaker speaker_1: Okay. Thank you. Uh, phone on file we have is 832-682-8688. Is that correct?

Speaker speaker_2: Yeah. This phone number. Yes.

Speaker speaker_1: Okay. Let's see here. All right. Um, it looks like Carlton did already start that automatic enrollment process. I'll start a cancellation on it, but it has processed at least enough for you to see one deduction for one week of coverage for the plan. But that should be the only one you see.

Speaker speaker_2: So, um, so on this check it's going to be discounted basically? Like taken off?

Speaker speaker_1: Yes. It, uh... I can't tell you which check it's going to be because that's entirely up to Carlton Staffing themselves. Um, but I do know that you may... You, you most likely will still see one deduction, uh, for one week of coverage. But that should be the only one you see.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Uh, no, that's it. That's all-

Speaker speaker_1: All right.

Speaker speaker_2: That's all the coverage that they aut- that they offer, right?

Speaker speaker_1: Uh, the medical policy that they automatically enroll you into, that's the one that they auto enroll you into. There are other plans available for like medical, dental, vision, et cetera. Um, but yeah.

Speaker speaker_2: Okay. And I'm... And I was only included in the medical, correct? Not in the other one?

Speaker speaker_1: Uh, correct. They, the, they only enroll you into a preventative care medical plan, uh, by default.

Speaker speaker_2: Okie dokie. Yep. That's it then.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No. Thank you so much for helping me.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.