

Transcript: Estefania

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Full Transcript

Thank you for calling... Hi, uh, I was just calling. Was this... Was I supposed to call if I was to opt in or... I don't think I understood the place where I can make changes, something like that. I just wanted to know some details of- Okay, so- ... benefits, if I could. I'm sorry. So we are the healthcare administrators of different agencies around the nation. So which one, um, do you work for? Because some of them do have the auto-enrollment and some of them don't. So if you do wanna opt out and if they do have the auto-enrollment, you can do it, but not all of them have that auto-enrollment. Okay. Well- What's the name of the health agency? Uh, Crown. Crown Family. Okay. Crown. Okay, so they do auto-enroll their new hires into a preventative plan called the MEC tele-RS. They give you 30 days from the day that you receive your first check to either enroll into the benefit or to either opt out of the auto-enrollment if you're not interested. Uh, depending on how many plans you were to select as well as if you add dependents has a lot to do with how much the weekly deduction for those plans is from your paycheck. So they do have their deductions and they are weekly. Uh, the one that they auto-enroll you into is called the MEC tele-RS. It offers, um, preventative services which would only cover like a physical, some vaccines, some STD/cancer screenings. But it doesn't cover, no doctor visits if sick, hospital visits if injured, urgent care emergency room, nor surgeries. It also does require you to stay within that in order to receive coverage and it's something optional, but, um, if you don't want to be enrolled into the preventative plan, that only covers your preventative services, you would have to opt out. If not, they will automatically enroll you into a benefit and do weekly deductions for that plan. Okay, thank you. You said that only covers like a... The one that they, um- That's it? Yeah. So the one they automatically enroll you into, called the MEC tele-RS, it'll only cover preventative services which are considered like a physical, um, some vaccines, some STD screenings, some cancer screenings, but it doesn't cover doctor visits if sick, hospital visits if injured, urgent care emergency room, nor surgeries. Um, did you want to opt out or did you wanna enroll and let them enroll you? 'Cause you can also choose other plans as well, 'cause that's not the only plan that they offer. But that is the one that they enroll you into. Oh, okay. If you don't opt out. I guess I have to, yeah, try other plans where they're just like a little bit more extensive or something. I'm sorry, I'm having trouble hearing you. Can you say that again? I said are the plans where they're just a little bit more, like, expensive? Or the... covers more also? Um, so to give you that information, I would have to get in your file and I just need the last four of your Social and for you to answer some security questions. Okay. Oh, okay. Yeah, I'll probably have to call back actually 'cause I have to, um... Okay. That's fine. But, um... Just keep in mind that they do give you 30 days from the day that you receive your first check to either enroll into that plan. Okay. And, well, into other plans or to either opt out of that one. So if you don't want to be enrolled, it is important that you do call to opt out, okay? Okay. For

sure. Thank you. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling...

Speaker speaker_1: Hi, uh, I was just calling. Was this... Was I supposed to call if I was to opt in or... I don't think I understood the place where I can make changes, something like that. I just wanted to know some details of-

Speaker speaker_0: Okay, so-

Speaker speaker_1: ... benefits, if I could. I'm sorry.

Speaker speaker_0: So we are the healthcare administrators of different agencies around the nation. So which one, um, do you work for? Because some of them do have the auto-enrollment and some of them don't. So if you do wanna opt out and if they do have the auto-enrollment, you can do it, but not all of them have that auto-enrollment.

Speaker speaker_1: Okay. Well-

Speaker speaker_0: What's the name of the health agency?

Speaker speaker_1: Uh, Crown. Crown Family.

Speaker speaker_0: Okay. Crown. Okay, so they do auto-enroll their new hires into a preventative plan called the MEC tele-RS. They give you 30 days from the day that you receive your first check to either enroll into the benefit or to either opt out of the auto-enrollment if you're not interested. Uh, depending on how many plans you were to select as well as if you add dependents has a lot to do with how much the weekly deduction for those plans is from your paycheck. So they do have their deductions and they are weekly. Uh, the one that they auto-enroll you into is called the MEC tele-RS. It offers, um, preventative services which would only cover like a physical, some vaccines, some STD/cancer screenings. But it doesn't cover, no doctor visits if sick, hospital visits if injured, urgent care emergency room, nor surgeries. It also does require you to stay within that in order to receive coverage and it's something optional, but, um, if you don't want to be enrolled into the preventative plan, that only covers your preventative services, you would have to opt out. If not, they will automatically enroll you into a benefit and do weekly deductions for that plan.

Speaker speaker_1: Okay, thank you. You said that only covers like a...

Speaker speaker_0: The one that they, um-

Speaker speaker_1: That's it?

Speaker speaker_0: Yeah. So the one they automatically enroll you into, called the MEC tele-RS, it'll only cover preventative services which are considered like a physical, um, some vaccines, some STD screenings, some cancer screenings, but it doesn't cover doctor visits if sick, hospital visits if injured, urgent care emergency room, nor surgeries. Um, did you want to

opt out or did you wanna enroll and let them enroll you? 'Cause you can also choose other plans as well, 'cause that's not the only plan that they offer. But that is the one that they enroll you into.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: If you don't opt out.

Speaker speaker_1: I guess I have to, yeah, try other plans where they're just like a little bit more extensive or something.

Speaker speaker_0: I'm sorry, I'm having trouble hearing you. Can you say that again?

Speaker speaker_1: I said are the plans where they're just a little bit more, like, expensive? Or the... covers more also?

Speaker speaker_0: Um, so to give you that information, I would have to get in your file and I just need the last four of your Social and for you to answer some security questions.

Speaker speaker_1: Okay. Oh, okay. Yeah, I'll probably have to call back actually 'cause I have to, um...

Speaker speaker_0: Okay. That's fine.

Speaker speaker_1: But, um...

Speaker speaker_0: Just keep in mind that they do give you 30 days from the day that you receive your first check to either enroll into that plan.

Speaker speaker_1: Okay.

Speaker speaker_0: And, well, into other plans or to either opt out of that one. So if you don't want to be enrolled, it is important that you do call to opt out, okay?

Speaker speaker_1: Okay. For sure. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye.