

Transcript: Estefania

Acevedo-4707042044100608-5921966934147072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit to the Card. My name is Stephanie. How can I assist you? Yeah. Uh, I just got a text message saying, uh, I was being auto-enrolled in MEC. I was trying to see what that was. Okay. So MEC is a preventative healthcare plan that covers like one physical visit a year, some immunizations like the tetanus shot, some cancer screenings, some STD screens. Um, if you just started working with a SNAP agency, most likely they auto-enroll their members into that plan. So if you're not interested, I could opt you out. But if you are, they do offer other plans as well, so you can add additional plans. But these are weekly deductions that are gonna be taken out of your check if you are interested. Uh, so if I'm inter- if I'm interested in it, it will be took out of my check? Yes, sir. So right... It sounds like they auto-enrolled you into the preventative plan. Um, what agency do you work for? Uh, Surge Staffing. Yeah. So Surge auto-enrolls their members into the MEC Tele-RN, which is a preventative plan. Okay. Yeah. No, uh, you could opt me out of it. Okay. So for that I do need the last four of your Social, as well I, I need you to verify your address and your date of birth. Um- Uh- Can I first get your... The last four of your Social? 0175- Okay. And then I have Vance, last name Vance, V-A-N-C-E? Uh, yes. And then for security purposes, could you verify your full address? And I also need your date of birth. Uh, full address is 1006 Coleman Street, Ripley, Mississippi. Date of birth is 01/09/'03. Thank you. Is your phone number still the 662-882-2361? Yes. I have your first name period, last name 0319@icloud.com. Is that still up-to-date? Uh, yes. And then due to the fact that the call's being recorded, you stated you wanted to opt out from receiving any benefits associated with SNAP. Is that correct? Yes. Okay. I went ahead and declined you from auto-enrollment. Would you have any questions for me? No, ma'am. Okay. Thank you for calling Benefit to the Card. I hope you have a great day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit to the Card. My name is Stephanie. How can I assist you? Yeah. Uh, I just got a text message saying, uh, I was being auto-enrolled in MEC. I was trying to see what that was. Okay. So MEC is a preventative healthcare plan that covers like one physical visit a year, some immunizations like the tetanus shot, some cancer screenings, some STD screens. Um, if you just started working with a SNAP agency, most likely they auto-enroll their members into that plan. So if you're not interested, I could opt you out. But if you are, they do offer other plans as well, so you can add additional plans. But

these are weekly deductions that are gonna be taken out of your check if you are interested. Uh, so if I'm inter- if I'm interested in it, it will be took out of my check? Yes, sir. So right... It sounds like they auto-enrolled you into the preventative plan. Um, what agency do you work for? Uh, Surge Staffing. Yeah. So Surge auto-enrolls their members into the MEC Tele-RN, which is a preventative plan. Okay. Yeah. No, uh, you could opt me out of it. Okay. So for that I do need the last four of your Social, as well I, I need you to verify your address and your date of birth. Um- Uh- Can I first get your... The last four of your Social? 0175- Okay. And then I have Vance, last name Vance, V-A-N-C-E? Uh, yes. And then for security purposes, could you verify your full address? And I also need your date of birth. Uh, full address is 1006 Coleman Street, Ripley, Mississippi. Date of birth is 01/09/'03. Thank you. Is your phone number still the 662-882-2361? Yes. I have your first name period, last name 0319@icloud.com. Is that still up-to-date? Uh, yes. And then due to the fact that the call's being recorded, you stated you wanted to opt out from receiving any benefits associated with SNAP. Is that correct? Yes. Okay. I went ahead and declined you from auto-enrollment. Would you have any questions for me? No, ma'am. Okay. Thank you for calling Benefit to the Card. I hope you have a great day. You too.