

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, how you doing, ma'am? I was just calling because I got this card from my job. Uh, I was just trying to see what it is. I'm confused right now. I just wanted to know... It says medical, pharmacy. I was just seeing, like, is this, like, a insurance card or...? Okay, so yeah. It sounds like you got auto enrolled into a preventative plan. Does it say MEC Tele-RS, Alextar, or Medimpact on it? Multiplan? Um, yeah. Uh, uh, it says Multiplan. Yeah, Med- MedilImpact, free, freerx.com. Gotcha. And then that's my cr- Crown Staffing Services. Oh, okay, yeah. So you work for Crown. Okay, so we're the healthcare administrators for Crown Staffing, um- Mm-hmm. ... and for different staffing agencies. Some of those staffing agencies that we administrate do auto-enroll their new hires into a preventative plan called the MEC Tele-RS. So this plan will cover, like, a physical, some vaccines, some STD screenings, some cancer screening, but it will only cover those preventative visits. It's not gonna cover any doctor visits, the sick, urgent care, emergency room, neither surgeries. So it looks like, um, you didn't call to opt out from the auto enrollment, so you were automatically enrolled into it. Um, and due to that, most likely they already did the first deduction from paycheck for that plan. Is it something that you're looking into keeping or did you want to cancel it? 'Cause to keep that active, they will continue- How much? Uh, I have to get in your file, because different staffing agencies charge a different deduction for that plan. So it just depends on Crown. If you could- Okay, um, what are the last four of your- ... I've never discussed this with you. Oh, no. Yeah, so it is the staffing agency's responsibility to notify their new hires regarding the auto enrollment. Not every staffing agency, um, participates in auto enrollment, but Crown is one of the ones that does. They typically give you 30 days from the time that you receive your first check to opt out from that auto enrollment or to enroll into additional plans. Mm-hmm. Um, so it looks like since you didn't opt out, they automatically enrolled you into it. But if you want, I can check to see how much the weekly deduction is, and if you don't want it, I can always cancel it. Um, I just need the last four of your social. Zero nine six nine. Right. You said zero nine... Six nine. And then your first and last name? Ownes Black. O-W-N-E-S... Okay. And then can you please- Black as a boy. And then can you please verify your address and date of birth for me? 111 Grafton Avenue, 1205, 1996. And then I have 937-305-2865. Is that correct? No, ma'am, I have another number. Is it the one that you're calling from? 326- No. Yeah, oh, yeah, yeah. Yes, ma'am. Yes. Okay. And then is your email still the same? M-S-E-O-D-E-E@icloud.com? Yes, ma'am. Okay, so yeah, it looks like you just became active, um, last week, and then the plan is \$15.67 weekly from your paycheck. Um, so this is your second week with active coverage. Okay, uh- Did you want to cancel? ... yeah. That's- Or did you just want to keep it? Yeah, I'm gonna opt out of it. Okay. Uh, do you ha- If it's not, like... 'Cause you said, you said, it's not for, like... Oh, I'm sorry. Y- you said it's not for, like,

major, like... Yeah, it doesn't cover- Uh-huh. ... um, hospital indemnity so it will not cover doctor visits if you were to go to the doctor 'cause you got sick, hospital visits- Mm-hmm. ... if you get injured, urgent care, emergency room, neither surgeries. So it's mainly, like, for, like, your annual checkups and to see if you're up to health. Okay. Yeah, I can, yeah, I can just... Yeah, I was just gonna head, just opt out of that. Okay. I do have to let you know that the cancellations take seven to ten days to process. So due to that, there is a possibility that you may see one or even two deductions from your paycheck after the cancellation. Hopefully it's only one though, um, but I do have to give you that disclaimer, that there is a possibility- That, that's fine. ... that may see one or two. Um, but I went ahead and canceled your coverage, so that is canceled. Okay. I totally appreciate it, ma'am. You're welcome. I hope you have a great day. You the same. Thank you. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, how you doing, ma'am? I was just calling because I got this card from my job. Uh, I was just trying to see what it is. I'm confused right now. I just wanted to know... It says medical, pharmacy. I was just seeing, like, is this, like, a insurance card or...?

Speaker speaker_0: Okay, so yeah. It sounds like you got auto enrolled into a preventative plan. Does it say MEC Tele-RS, Alextar, or Medimpact on it? Multiplan?

Speaker speaker_1: Um, yeah. Uh, uh, it says Multiplan. Yeah, Med- Medilmpact, free, freerx.com.

Speaker speaker_0: Gotcha.

Speaker speaker_1: And then that's my cr- Crown Staffing Services.

Speaker speaker_0: Oh, okay, yeah. So you work for Crown. Okay, so we're the healthcare administrators for Crown Staffing, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and for different staffing agencies. Some of those staffing agencies that we administrate do auto-enroll their new hires into a preventative plan called the MEC Tele-RS. So this plan will cover, like, a physical, some vaccines, some STD screenings, some cancer screening, but it will only cover those preventative visits. It's not gonna cover any doctor visits, the sick, urgent care, emergency room, neither surgeries. So it looks like, um, you didn't call to opt out from the auto enrollment, so you were automatically enrolled into it. Um, and due to that, most likely they already did the first deduction from paycheck for that plan. Is it something that you're looking into keeping or did you want to cancel it? 'Cause to keep that active, they will continue-

Speaker speaker_1: How much?

Speaker speaker_0: Uh, I have to get in your file, because different staffing agencies charge a different deduction for that plan. So it just depends on Crown.

Speaker speaker_1: If you could-

Speaker speaker_0: Okay, um, what are the last four of your-

Speaker speaker_1: ... I've never discussed this with you.

Speaker speaker_0: Oh, no. Yeah, so it is the staffing agency's responsibility to notify their new hires regarding the auto enrollment. Not every staffing agency, um, participates in auto enrollment, but Crown is one of the ones that does. They typically give you 30 days from the time that you receive your first check to opt out from that auto enrollment or to enroll into additional plans.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so it looks like since you didn't opt out, they automatically enrolled you into it. But if you want, I can check to see how much the weekly deduction is, and if you don't want it, I can always cancel it. Um, I just need the last four of your social.

Speaker speaker_1: Zero nine six nine.

Speaker speaker_0: Right. You said zero nine...

Speaker speaker_1: Six nine.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: Ownes Black. O-W-N-E-S...

Speaker speaker_0: Okay. And then can you please-

Speaker speaker_1: Black as a boy.

Speaker speaker_0: And then can you please verify your address and date of birth for me?

Speaker speaker_1: 111 Grafton Avenue, 1205, 1996.

Speaker speaker_0: And then I have 937-305-2865. Is that correct?

Speaker speaker_1: No, ma'am, I have another number.

Speaker speaker_0: Is it the one that you're calling from? 326-

Speaker speaker_1: No. Yeah, oh, yeah, yeah. Yes, ma'am.

Speaker speaker_0: Yes. Okay. And then is your email still the same?
M-S-E-O-D-E-E@icloud.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so yeah, it looks like you just became active, um, last week, and then the plan is \$15.67 weekly from your paycheck. Um, so this is your second week with

active coverage.

Speaker speaker_1: Okay, uh-

Speaker speaker_0: Did you want to cancel?

Speaker speaker_1: ... yeah. That's-

Speaker speaker_0: Or did you just want to keep it?

Speaker speaker_1: Yeah, I'm gonna opt out of it.

Speaker speaker_0: Okay. Uh, do you ha-

Speaker speaker_1: If it's not, like... 'Cause you said, you said, it's not for, like... Oh, I'm sorry. Y- you said it's not for, like, major, like...

Speaker speaker_0: Yeah, it doesn't cover-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... um, hospital indemnity so it will not cover doctor visits if you were to go to the doctor 'cause you got sick, hospital visits-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if you get injured, urgent care, emergency room, neither surgeries. So it's mainly, like, for, like, your annual checkups and to see if you're up to health.

Speaker speaker_1: Okay. Yeah, I can, yeah, I can just... Yeah, I was just gonna head, just opt out of that.

Speaker speaker_0: Okay. I do have to let you know that the cancellations take seven to ten days to process. So due to that, there is a possibility that you may see one or even two deductions from your paycheck after the cancellation. Hopefully it's only one though, um, but I do have to give you that disclaimer, that there is a possibility-

Speaker speaker_1: That, that's fine.

Speaker speaker_0: ... that may see one or two. Um, but I went ahead and canceled your coverage, so that is canceled.

Speaker speaker_1: Okay. I totally appreciate it, ma'am.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: You the same. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: You're welcome.