

Transcript: Estefania

Acevedo-5080899861790720-5697010236047360

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, guys. Hello. ... I'm from Benefits Intercom on behalf of Surge. Um, I just got off the phone with you regarding the benefits. I was gonna tell you, since your two hire dates are very close apart, um, did you want me to go ahead and decline that auto enrollment? Because if you are eligible, they will automatically enroll you into that plan. Um, I'm not sure if you wanted me to opt you out from the auto enrollment. And if you aren't eligible, then you can still enroll. That would just opt you out from automatically being enrolled into that plan. Okay, and which plan would it automatically enroll me into? It's called the NEC. It's only a preventative plan, so it's only gonna cover things such as a physical, some vaccines, some STD screenings, some cancer screenings, not all of them, um, and it doesn't cover doctor visits if sick, hospital visits if injured, urgent care, emergency room, neither surgeries. So it'll only cover preventative visits such as a physical, some vaccinations, some STD and cancer screenings, and it does require you to stay within a network, meaning you can only use the list of their doctors and clinics to be covered. So that's the one that they automatically enroll you into. Oh, okay. Yeah, you can go ahead and, uh, take me off of that auto enroll. I'm probably going to end up with like the VIP Classic. Okay. Yes, ma'am. Um, and then I'll go ahead and let you know whenever they inform me, okay? Okay. Thank you so much. Thank you. You're welcome. Have a nice day. You too. Okay, bye.

Conversation Format

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

Speaker speaker_1: Hey, guys.

Speaker speaker_2: Hello.

Speaker speaker_1: ... I'm from Benefits Intercom on behalf of Surge. Um, I just got off the phone with you regarding the benefits. I was gonna tell you, since your two hire dates are very close apart, um, did you want me to go ahead and decline that auto enrollment? Because if you are eligible, they will automatically enroll you into that plan. Um, I'm not sure if you wanted me to opt you out from the auto enrollment. And if you aren't eligible, then you can still enroll. That would just opt you out from automatically being enrolled into that plan.

Speaker speaker_2: Okay, and which plan would it automatically enroll me into?

Speaker speaker_1: It's called the NEC. It's only a preventative plan, so it's only gonna cover things such as a physical, some vaccines, some STD screenings, some cancer screenings, not all of them, um, and it doesn't cover doctor visits if sick, hospital visits if injured, urgent care, emergency room, neither surgeries. So it'll only cover preventative visits such as a physical, some vaccinations, some STD and cancer screenings, and it does require you to stay within a network, meaning you can only use the list of their doctors and clinics to be covered. So that's the one that they automatically enroll you into.

Speaker speaker_2: Oh, okay. Yeah, you can go ahead and, uh, take me off of that auto enroll. I'm probably going to end up with like the VIP Classic.

Speaker speaker_1: Okay. Yes, ma'am. Um, and then I'll go ahead and let you know whenever they inform me, okay?

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Thank you. You're welcome. Have a nice day.

Speaker speaker_2: You too. Okay, bye.