

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? Hi. Hey. How can I help you? I saw your message. That's why I reply. Okay. Um, so we're the healthcare administrators for the staffing agency, so if you're currently working with a staffing agency, it's probably having to do within, um, the benefits that they offer. Who are you currently working with? Uh, let me check the person. I'm sorry? I couldn't hear you. Uh, let me check the person. Okay. Hello? Hello? Yes, ma'am. Yes, ma'am. Let me check him back. I see. Let me check. Hello? Hey. Um, how can I help you? I'm sorry. I saw your message and said to call you. Yeah. So, we're the healthcare administrators for staffing agencies. Um, most likely has to do regarding healthcare benefits that they offer. Who is the staffing agency that you're working for? 'Cause some of them, um, do auto-enrollment. I'm working for Surge. Surge? Yeah. Oh, okay. So, most likely you have received your first check, which means you're within the first 30 days to be eligible to enroll into healthcare benefits that Surge Staffing offers. You have 30 days from the day that you receive your first check to enroll into any healthcare benefits that they offer. Depending on how many plans you select and if you add dependents has a lot to do with how much the deductions are from your paycheck. You also have the opportunity within the 30 days to opt out from the auto-enrollment because they do auto-enroll their members into one of the plans which is called the NEC which is a preventative plan that would cover one physical visit, some vaccines, some STD and cancer screenings, but only a preventative. Um, were you interested or did you want to opt out to not be auto-enrolled? Uh, probably uninterested. So, like, in the healthcare ... I'm sorry. I'm having trouble hearing you. It sounds like you're far away or covering the phone. Oh, my bad. Uh- Okay. Now I can hear you. Yeah. I'm saying, in the healthcare, how is it working like? Um, so it's weekly deductions from your paycheck if you do decide to enroll. Oh, so in my paycheck, you're going to take some money or...? No. Yeah, from your paycheck. So, if you do enroll into the healthcare benefits that they offer, they do make weekly deductions from your paycheck for those plans. So, they're not free. They do have a charge to them, and depending how many plans you were to select and if you add dependents, it has a lot to do with how much the charge is from your check. And it would be weekly, weekly deductions from your paycheck. And I was also going to inform you that they do have auto-enrollment. So, if you do not want to be enrolled into any of the plans, you would have to opt out to not be auto-enrolled and I could help you with that as well. But those are reminders that you're going to be receiving in your text messages regarding personal open enrollment which means the first 30 days from the day that you receive your first check, you're eligible to enroll or opt out of the healthcare benefits. Oh, okay. So, uh, yeah. I'ma think about it then and I'll let you know if I'm interested or not. Okay. Um, did you want me to go ahead and opt you out from the auto-enrollment though? 'Cause they do enroll their members into a preventative plan. If

you're not interested, you would have to call and opt out from the auto-enrollment or do you just want to, um- I could just wait, you know. Just wait? Okay, that's fine. Well, I... Okay. Did you have any other questions? No, ma'am. Thank you so much. You're welcome. Have a nice day. You too.

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: Hi.

Speaker speaker_0: Hey. How can I help you?

Speaker speaker_1: I saw your message. That's why I reply.

Speaker speaker_0: Okay. Um, so we're the healthcare administrators for the staffing agency, so if you're currently working with a staffing agency, it's probably having to do within, um, the benefits that they offer. Who are you currently working with?

Speaker speaker_1: Uh, let me check the person.

Speaker speaker_0: I'm sorry? I couldn't hear you.

Speaker speaker_1: Uh, let me check the person.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello? Hello?

Speaker speaker_0: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: Let me check him back.

Speaker speaker_2: I see.

Speaker speaker_1: Let me check.

Speaker speaker_2: Hello?

Speaker speaker_0: Hey. Um, how can I help you? I'm sorry.

Speaker speaker_1: I saw your message and said to call you.

Speaker speaker_0: Yeah. So, we're the healthcare administrators for staffing agencies. Um, most likely has to do regarding healthcare benefits that they offer. Who is the staffing agency that you're working for? 'Cause some of them, um, do auto-enrollment.

Speaker speaker_1: I'm working for Surge.

Speaker speaker_0: Surge?

Speaker speaker_1: Yeah.

Speaker speaker_0: Oh, okay. So, most likely you have received your first check, which means you're within the first 30 days to be eligible to enroll into healthcare benefits that Surge Staffing offers. You have 30 days from the day that you receive your first check to enroll into any healthcare benefits that they offer. Depending on how many plans you select and if you add dependents has a lot to do with how much the deductions are from your paycheck. You also have the opportunity within the 30 days to opt out from the auto-enrollment because they do auto-enroll their members into one of the plans which is called the NEC which is a preventative plan that would cover one physical visit, some vaccines, some STD and cancer screenings, but only a preventative. Um, were you interested or did you want to opt out to not be auto-enrolled?

Speaker speaker_2: Uh, probably uninterested. So, like, in the healthcare ...

Speaker speaker_0: I'm sorry. I'm having trouble hearing you. It sounds like you're far away or covering the phone.

Speaker speaker_2: Oh, my bad. Uh-

Speaker speaker_0: Okay. Now I can hear you.

Speaker speaker_2: Yeah. I'm saying, in the healthcare, how is it working like?

Speaker speaker_0: Um, so it's weekly deductions from your paycheck if you do decide to enroll.

Speaker speaker_2: Oh, so in my paycheck, you're going to take some money or...?

Speaker speaker_0: No. Yeah, from your paycheck. So, if you do enroll into the healthcare benefits that they offer, they do make weekly deductions from your paycheck for those plans. So, they're not free. They do have a charge to them, and depending how many plans you were to select and if you add dependents, it has a lot to do with how much the charge is from your check. And it would be weekly, weekly deductions from your paycheck. And I was also going to inform you that they do have auto-enrollment. So, if you do not want to be enrolled into any of the plans, you would have to opt out to not be auto-enrolled and I could help you with that as well. But those are reminders that you're going to be receiving in your text messages regarding personal open enrollment which means the first 30 days from the day that you receive your first check, you're eligible to enroll or opt out of the healthcare benefits.

Speaker speaker_2: Oh, okay. So, uh, yeah. I'ma think about it then and I'll let you know if I'm interested or not.

Speaker speaker_0: Okay. Um, did you want me to go ahead and opt you out from the auto-enrollment though? 'Cause they do enroll their members into a preventative plan. If you're not interested, you would have to call and opt out from the auto-enrollment or do you just want to, um-

Speaker speaker_2: I could just wait, you know.

Speaker speaker_0: Just wait? Okay, that's fine. Well, I... Okay. Did you have any other questions?

Speaker speaker_2: No, ma'am. Thank you so much.

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

Speaker speaker_2: You too.