

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Uh, my name's Tcharly and I'm working for Surge Staffing, right? Mm-hmm. And then I'm wa- I'm working at TS Tech Alabama. Like, when I, when I went to orientation and they talked to me about benefits attendance, right? Since I'm start work until now, I'm never got the benefits. That's why I'm call you. Okay. So I have to open your file. You said you're with Surge. And what are the last four of your Social? My Social? Yeah, the last four. The last four numbers of your Social. 77 27. And your first and last name? Uh, Tcharly Saint Louis. T-C-H-A-R-L-Y. Saint Louis? S-A-I-N-T-L- Okay, I got it. Um. Mm-hmm. Can y- can you please verify your address and date of birth for security purposes? My address? Yes, and your birthday. Uh, my birthday, um, September 25. Mm-hmm. 19, 1995. And then your, your address? Uh, 711 West Main Street, Alabama. And then 30, 35. 950. Okay. Then I have 305-846-4462 as your phone number. Yeah. And then I have, um, your first name, last name, 89@gmail.com. Is that correct? Yes, f- yes, exactly. Okay. So, it looks like you were automatically enrolled into the MEC Tele-RS, which is a plan that Surge auto-enrolls their new hires into. So, if you don't call to opt out from the auto enrollment, you will be automatically enrolled into this healthcare benefit. So, that's what happened. Since you didn't call to opt out from the auto enrollment, you were automatically enrolled into this benefit. This plan covers, like, a physical, some vaccines, some STD and cancer screening, but it does not cover... no doctor visits if sick, no urgent care, no emergency room, no surgeries and no hospital visits if injured. It's only a preventative plan that does require you to stay within network. And it looks like you've been having this plan- No, no. ... since March 31st. Yeah, let me tell you. But they talked to me about benefits attendance, uh, if I'm usually on time at work. But I'm usually on time, um, for, at work. I'm never late and I'm never absent. I go to work every day- So this- ... on, on time. Yeah. That's... So, th- these are only healthcare benefits through the staffing agency. They don't really have to do with, um, your work-related appearance. This is regarding, like, the healthcare benefits that they offer. So, like I said, if you don't call to reject the benefit within the first 30 days as of, of you receiving your first check, they automatically enroll all their new hires into that plan. So, that's what happened. So, you didn't call to say you didn't want it within the first 30 days, they automatically enrolled you into it. Did you want to cancel or did you want to keep it? I wasn't listening. So, you were enrolled. Can you repeat the question? Yes. So, you were enrolled... Um, did you want me to get a translator just so that you can understand it a little bit better? We do have translators. Uh, I don't have with me right now. Uh, let me try to call. No, I have one. I, uh, I have one. Oh, oh, okay, okay, okay, okay. You just have to tell me what language. Uh, Asian Creole. Okay. Um, let me see. Give me one second. Mm-hmm. So that you could, um, understand a little bit better. Yeah. Yeah. No problem. Yes. Give me one second. Let me get that. Yeah. Asian Creole. Okay. Give me one second. Okay.

I just wanna make sure I get the right one. We have French Creole and we have Haitian Creole. Is it any of those? Haitian. Haitian Creole. Hey- Haitian Creole. Mm-hmm. Asian? Okay, give me one second. Let me, um- Okay, okay. Let me merge the calls real quick. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Uh, my name's Tcharly and I'm working for Surge Staffing, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then I'm wa- I'm working at TS Tech Alabama. Like, when I, when I went to orientation and they talked to me about benefits attendance, right? Since I'm start work until now, I'm never got the benefits. That's why I'm call you.

Speaker speaker_0: Okay. So I have to open your file. You said you're with Surge. And what are the last four of your Social?

Speaker speaker_1: My Social?

Speaker speaker_0: Yeah, the last four. The last four numbers of your Social.

Speaker speaker_1: 77 27.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Tcharly Saint Louis. T-C-H-A-R-L-Y.

Speaker speaker_0: Saint Louis?

Speaker speaker_1: S-A-I-N-T-L-

Speaker speaker_0: Okay, I got it. Um.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Can y- can you please verify your address and date of birth for security purposes?

Speaker speaker_1: My address?

Speaker speaker_0: Yes, and your birthday.

Speaker speaker_1: Uh, my birthday, um, September 25.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 19, 1995.

Speaker speaker_0: And then your, your address?

Speaker speaker_1: Uh, 711 West Main Street, Alabama. And then 30, 35. 950.

Speaker speaker_0: Okay. Then I have 305-846-4462 as your phone number.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I have, um, your first name, last name, 89@gmail.com. Is that correct?

Speaker speaker_1: Yes, f- yes, exactly.

Speaker speaker_0: Okay. So, it looks like you were automatically enrolled into the MEC Tele-RS, which is a plan that Surge auto-enrolls their new hires into. So, if you don't call to opt out from the auto enrollment, you will be automatically enrolled into this healthcare benefit. So, that's what happened. Since you didn't call to opt out from the auto enrollment, you were automatically enrolled into this benefit. This plan covers, like, a physical, some vaccines, some STD and cancer screening, but it does not cover... no doctor visits if sick, no urgent care, no emergency room, no surgeries and no hospital visits if injured. It's only a preventative plan that does require you to stay within network. And it looks like you've been having this plan-

Speaker speaker_1: No, no.

Speaker speaker_0: ... since March 31st.

Speaker speaker_1: Yeah, let me tell you. But they talked to me about benefits attendance, uh, if I'm usually on time at work. But I'm usually on time, um, for, at work. I'm never late and I'm never absent. I go to work every day-

Speaker speaker_0: So this-

Speaker speaker_1: ... on, on time.

Speaker speaker_0: Yeah. That's... So, th- these are only healthcare benefits through the staffing agency. They don't really have to do with, um, your work-related appearance. This is regarding, like, the healthcare benefits that they offer. So, like I said, if you don't call to reject the benefit within the first 30 days as of, of you receiving your first check, they automatically enroll all their new hires into that plan. So, that's what happened. So, you didn't call to say you didn't want it within the first 30 days, they automatically enrolled you into it. Did you want to cancel or did you want to keep it?

Speaker speaker_1: I wasn't listening.

Speaker speaker_0: So, you were enrolled.

Speaker speaker_1: Can you repeat the question?

Speaker speaker_0: Yes. So, you were enrolled... Um, did you want me to get a translator just so that you can understand it a little bit better? We do have translators.

Speaker speaker_1: Uh, I don't have with me right now. Uh, let me try to call.

Speaker speaker_0: No, I have one. I, uh, I have one.

Speaker speaker_1: Oh, oh, okay, okay, okay, okay.

Speaker speaker_0: You just have to tell me what language.

Speaker speaker_1: Uh, Asian Creole.

Speaker speaker_0: Okay. Um, let me see. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So that you could, um, understand a little bit better.

Speaker speaker_1: Yeah. Yeah. No problem. Yes.

Speaker speaker_0: Give me one second. Let me get that.

Speaker speaker_1: Yeah. Asian Creole.

Speaker speaker_0: Okay. Give me one second. Okay. I just wanna make sure I get the right one. We have French Creole and we have Haitian Creole. Is it any of those?

Speaker speaker_2: Haitian. Haitian Creole.

Speaker speaker_0: Hey-

Speaker speaker_2: Haitian Creole. Mm-hmm.

Speaker speaker_0: Asian? Okay, give me one second. Let me, um-

Speaker speaker_2: Okay, okay.

Speaker speaker_0: Let me merge the calls real quick.

Speaker speaker_2: Mm-hmm.