

## **Transcript: Estefania**

**Acevedo-5578075735113728-5764857873350656**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? How you doing, Stephanie? Hey. Good, thank you. How about you? Um, I had applied for a job, and I got the job through Surge. And they said when I fill out my application, I'll automatically get opt in through- Mm-hmm. ... through y'all's insurance. Yes, sir. Did you want to opt out? And how... Yeah. They... I want to opt out, and I wanted to know how much do y'all take from the check to be with the program? Okay. Um, so that's one of the plans. Um, they only auto-enroll their members into one of the plans, which is called the NEC TeleRS. That plan would cover like one physical visit, some vaccines, some STD screenings, some cancer screening and even some counseling. But it's only for your preventative services, meaning for like one physical visit, um, like some check-ups. But it doesn't cover any doctor visits if sick, hospital visits if injured. It doesn't cover urgent care, emergency room nor surgeries. Um, so it's only for your preventative services. I'm not really sure how much the price is. I would have to check in your file to see, 'cause we do administrate different agencies. But they do offer that plan and, um, other medical plans. It just really depends on how many you were to select, which ones they are, uh, when it comes to the weekly deduction. But I believe that one's the basic one. Okay. I would like to opt out. Okay. Um, I just need the last four of your s- of your social. 3906. And then your first and last name, please. Rendell Barnes. Okay. You said 3906? Yes, 3906. Okay. Um, when did you start with them? Uh, I started... My first day was yesterday. Ah, that's why. Okay. So they still haven't sent us your file. Um, I can do two things. Either we can go ahead and create a file for you. For that, I do need your full social, your full address, your date of birth, all that information, whatever makes you feel comfortable. Or you can be calling throughout the week to see if they went ahead and sent it to us to go ahead and opt you out. Either I can go ahead and create one and opt you out already. Or y- if you don't feel comfortable giving me that information, you're welcome to call in throughout the week to see if we have obtained that file. Okay. I can opt out now. I'm sorry? I can... I'll opt out now. I can give you the information now. Okay. Yes, sir. All right. So, I just need... Can I go ahead and get your social, please? 378- Mm-hmm. 023906. Okay. And your first and last name? Rendell Barnes. And your address? 3121 West Broad, Columbias, Ohio 43204. And your date of birth? 0214-87. Would you like to provide a email address? RendellBarnes84@gmail.com. Will I get a email letting me know that y'all opted me out too? Yes. I can go ahead and... I can put that request in. Um, they typically let me know to tell the members if they could please wait 24 hours for the member's e-bid. It could be less than that, but the latest 24 hours for you to get that email saying that you opted out from the auto-enrollment. Um, and then can I please get a phone number? Is it the one that you're calling from, the 614-896-5138? No, 614-597-1594. 597-1594. Okay. Thank you. You said 597-1594? 94. Okay. Thank you. And then due to the fact we are recorded, that the call's being recorded, you stated that you

wanted to opt out from the auto-enrollment. Is that correct? Yes. Okay. You have been opted out. Now, this... Mm-hmm. This won't mess with my check coming up, would it? No, 'cause you haven't been enrolled into any of the plans yet. Okay. And another thing, how much they were charging me? They never enrolled you into any of the plans. That's why you didn't have a file yet. Oh, so do you know how much the plan is? Yes. I can get the information 'cause you can still- All right. You can still enroll. However, you won't be auto-enrolled. I know. This is from a... Okay. Give me one second. I just got a little, uh... One second. And then let me see... Let me make sure I spelled your first name right. How do you spell that name? R-E- R- R-A-N-D-E-L-L. Okay. B-A-R-N-E-S. And your email is your first and last name? Yes. 84@gmail.com? Yes. Okay. So, the plan that, uh, they, uh, usually auto-enroll their members, that's \$16.80 weekly from your paycheck. And then the other ones are a little bit more and it's because- Do y'all have debt enrollment plans? We do. Um, so if you want, I can- Do y'all do, uh... Um, if you- I'm not sure. It's okay. If you want, I can go ahead and send you the benefit guide to your email file, and that benefit guide has all the plans that they offer with the prices to those plans. So if you want, I can go ahead and send you that so that you can look at it. And then I can give you the deadline if you do decide to enroll into the benefits. So they will auto-enroll you into any of the plans, but if you do want to enroll, you can always call and, um- Okay. ... do the enrollment. And then I'll give you the deadline till, that you have to call us and enroll if you do wanna be enrolled. And if you don't wanna be enrolled once you look at it, you don't really have to call or anything 'cause you already been opted out from the auto-enrollment. Okay, so do I have to call back? If you wanna enroll, yes. So that's why I called back. No. No, I said that to make sure I outh. Well, you already are opted out. I, I already did that. Okay. So, the only time that you would have to call back is if you do wanna enroll into the benefits. But I already opted you out from the auto-enrollment, so you won't be enrolled into any of the plans if you don't call. If you call, then you will- Okay. ... 'cause of course just depends on what you wanna select. Um, but do you mind double-checking just to make sure that you did receive that email that I sent you? Um, I attached a PDF that shows you all the plans that they offer with the prices to those plans. And then, let me see when the deadline for you to enroll. Oh, so since they didn't send us your file, I can't really tell you when's the last...

## 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: How you doing, Stephanie?

Speaker speaker\_0: Hey. Good, thank you. How about you?

Speaker speaker\_1: Um, I had applied for a job, and I got the job through Surge. And they said when I fill out my application, I'll automatically get opt in through-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... through y'all's insurance.

Speaker speaker\_0: Yes, sir. Did you want to opt out?

Speaker speaker\_1: And how... Yeah. They... I want to opt out, and I wanted to know how much do y'all take from the check to be with the program?

Speaker speaker\_0: Okay. Um, so that's one of the plans. Um, they only auto-enroll their members into one of the plans, which is called the NEC TeleRS. That plan would cover like one physical visit, some vaccines, some STD screenings, some cancer screening and even some counseling. But it's only for your preventative services, meaning for like one physical visit, um, like some check-ups. But it doesn't cover any doctor visits if sick, hospital visits if injured. It doesn't cover urgent care, emergency room nor surgeries. Um, so it's only for your preventative services. I'm not really sure how much the price is. I would have to check in your file to see, 'cause we do administrate different agencies. But they do offer that plan and, um, other medical plans. It just really depends on how many you were to select, which ones they are, uh, when it comes to the weekly deduction. But I believe that one's the basic one.

Speaker speaker\_1: Okay. I would like to opt out.

Speaker speaker\_0: Okay. Um, I just need the last four of your s- of your social.

Speaker speaker\_1: 3906.

Speaker speaker\_0: And then your first and last name, please.

Speaker speaker\_1: Rendell Barnes.

Speaker speaker\_0: Okay. You said 3906?

Speaker speaker\_1: Yes, 3906.

Speaker speaker\_0: Okay. Um, when did you start with them?

Speaker speaker\_1: Uh, I started... My first day was yesterday.

Speaker speaker\_0: Ah, that's why. Okay. So they still haven't sent us your file. Um, I can do two things. Either we can go ahead and create a file for you. For that, I do need your full social, your full address, your date of birth, all that information, whatever makes you feel comfortable. Or you can be calling throughout the week to see if they went ahead and sent it to us to go ahead and opt you out. Either I can go ahead and create one and opt you out already. Or y- if you don't feel comfortable giving me that information, you're welcome to call in throughout the week to see if we have obtained that file.

Speaker speaker\_1: Okay. I can opt out now.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: I can... I'll opt out now. I can give you the information now.

Speaker speaker\_0: Okay. Yes, sir. All right. So, I just need... Can I go ahead and get your social, please?

Speaker speaker\_1: 378-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 023906.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: Rendell Barnes.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 3121 West Broad, Columbias, Ohio 43204.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 0214-87.

Speaker speaker\_0: Would you like to provide a email address?

Speaker speaker\_1: RendellBarnes84@gmail.com. Will I get a email letting me know that y'all opted me out too?

Speaker speaker\_0: Yes. I can go ahead and... I can put that request in. Um, they typically let me know to tell the members if they could please wait 24 hours for the member's e-bid. It could be less than that, but the latest 24 hours for you to get that email saying that you opted out from the auto-enrollment. Um, and then can I please get a phone number? Is it the one that you're calling from, the 614-896-5138?

Speaker speaker\_1: No, 614-597-1594.

Speaker speaker\_0: 597-1594. Okay. Thank you. You said 597-1594?

Speaker speaker\_1: 94.

Speaker speaker\_0: Okay. Thank you. And then due to the fact we are recorded, that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. You have been opted out.

Speaker speaker\_1: Now, this...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: This won't mess with my check coming up, would it?

Speaker speaker\_0: No, 'cause you haven't been enrolled into any of the plans yet.

Speaker speaker\_1: Okay. And another thing, how much they were charging me?

Speaker speaker\_0: They never enrolled you into any of the plans. That's why you didn't have a file yet.

Speaker speaker\_1: Oh, so do you know how much the plan is?

Speaker speaker\_0: Yes. I can get the information 'cause you can still-

Speaker speaker\_1: All right.

Speaker speaker\_0: You can still enroll. However, you won't be auto-enrolled.

Speaker speaker\_1: I know.

Speaker speaker\_0: This is from a... Okay. Give me one second. I just got a little, uh... One second. And then let me see... Let me make sure I spelled your first name right. How do you spell that name? R-E-

Speaker speaker\_2: R- R-A-N-D-E-L-L.

Speaker speaker\_0: Okay.

Speaker speaker\_2: B-A-R-N-E-S.

Speaker speaker\_0: And your email is your first and last name?

Speaker speaker\_2: Yes.

Speaker speaker\_0: 84@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. So, the plan that, uh, they, uh, usually auto-enroll their members, that's \$16.80 weekly from your paycheck. And then the other ones are a little bit more and it's because-

Speaker speaker\_2: Do y'all have debt enrollment plans?

Speaker speaker\_0: We do. Um, so if you want, I can-

Speaker speaker\_2: Do y'all do, uh...

Speaker speaker\_0: Um, if you-

Speaker speaker\_2: I'm not sure.

Speaker speaker\_0: It's okay. If you want, I can go ahead and send you the benefit guide to your email file, and that benefit guide has all the plans that they offer with the prices to those plans. So if you want, I can go ahead and send you that so that you can look at it. And then I can give you the deadline if you do decide to enroll into the benefits. So they will auto-enroll you into any of the plans, but if you do want to enroll, you can always call and, um-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... do the enrollment. And then I'll give you the deadline till, that you have to call us and enroll if you do wanna be enrolled. And if you don't wanna be enrolled once you look at it, you don't really have to call or anything 'cause you already been opted out from the auto-enrollment.

Speaker speaker\_2: Okay, so do I have to call back?

Speaker speaker\_0: If you wanna enroll, yes.

Speaker speaker\_2: So that's why I called back.

Speaker speaker\_0: No.

Speaker speaker\_2: No, I said that to make sure I outh.

Speaker speaker\_0: Well, you already are opted out. I, I already did that.

Speaker speaker\_2: Okay.

Speaker speaker\_0: So, the only time that you would have to call back is if you do wanna enroll into the benefits. But I already opted you out from the auto-enrollment, so you won't be enrolled into any of the plans if you don't call. If you call, then you will-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... 'cause of course just depends on what you wanna select. Um, but do you mind double-checking just to make sure that you did receive that email that I sent you? Um, I attached a PDF that shows you all the plans that they offer with the prices to those plans. And then, let me see when the deadline for you to enroll. Oh, so since they didn't send us your file, I can't really tell you when's the last...