

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, my name is Joseph Corbett. Uh, I'm calling to cancel that, that medical thing. I don't need that. Okay. Yeah, I can help you with that. Um, what is the staffing agency that you work for as well as the last four of your socials? Um, Surge Staffing. Okay. And 6261 is my last, uh, same social. Okay. And then for security purposes, could you please verify your full address as well as your date of birth? 211 Patrick Henry Avenue, Alexandria, Virginia. Um, date of birth 01/13/65. Okay. Thank you. And then 276-201-5969 is your phone number still? Yeah. That's correct. And then I have y- the first initial of your name, your last name, 1136, the number five at the end, @gmail.com. Is that still up to date? Yeah. Okay. All right. Okay. So actually, it looks like you have already been declined from receiving any coverage, so you were never enrolled. Um, it looks like it was in September 22nd. Um, we do have- So why does it get bigger than all my check mean? So we haven't received any deductions. What is it saying in your check? 'Cause you're not enrolled. Oh. Well, I just talked to them and they said they took, they took it out on the 15th, um, 60. But what does it exactly say though, like in your deduction? I can... I, I don't... Won't be able to see the, the actual deduction. I talked to him on the phone and this is what he told me. He would put a, pull it up on the computer and stuff. B- because on my end, it says that you declined coverage on September 22nd. Um, they do auto enroll their members into that preventative plan, but it looks like on the 22nd of September, they declined you from even being enrolled into that plan. Okay. But still, they, they... he just tell... he just called me on the phone and he took it out. Okay. So if you want, we can do an investigation. But on my end, I had... I don't see any deductions. I don't even see that you ever even had coverage. But if you wish, um- But if we hear, would you do that? At all. I got to check. Like at all? Would you do the check? Mm-hmm. Like, it says you never even had coverage. So that means that they never did deductions. Um, that's why I'm saying like, I don't know if you wanna check your pay stubs to actually make sure that it is for this plan. Because on my end it says that you never even were enrolled. Okay. I'm gonna call them right back and I'm gonna call out. I don't know if you gonna answer. You might... It might be a different person this time, but I'm- So it is... And, um, I'll put in the notes what you just stated. If you do get somebody else for some reason, they'll be able to see the same thing that I see. Um, but I would contact Surge and then I would try to get access to your pay stubs, um, just to make sure that it is for, for this insurance. But like I said, on my end, you were never even enrolled and I'm not seeing no deductions either. And you said what the date was there for that? Uh, September 22nd. What was that? 10 what? 2022? Oh, actually, give me a second. Let me make sure. Give me one second. Okay. I apologize. So actually, you're actually eligible to enroll at the moment. Um, during your personal open enrollment period to enroll, it looks like... So they give you 30

days from the day that you received your first check to enroll into the healthcare benefits. It looks like the last day that you have to enroll, if you are interested, it is... Give me one second. 30... The 29th of November. Um, so since... Have you worked with them before in the past? Yeah, I just worked... Yeah. I just completed a job last week working. I'm going, gonna be working again Monday, this Monday. Okay. So since you are not a new hire, they don't auto enroll you into that preventative plan. But, um, you are in your personal open enrollment period to qualify for, um, for coverage. But you don't have any active coverage at this moment, so there shouldn't be any deductions and I don't see any as well. But you're welcome to give us a call back once you speak with Surge. All right. So, but I'm, I'm verbally telling you now, I don't want it. So whatever y'all, you need to go back and fix what you said. It don't need to be fixed, but you know, he just told me, unless he's saying something different. Yeah. I'm not seeing that you have coverage. I'm seeing that you're eligible to enroll- Mm-hmm. ... into benefits, but, um, they won't auto enroll you into anything since this is not the first time that you're working with them. Mm-hmm. So I don't really have to do anything. Um, but you are eligible to enroll. They give you 30 days from the day that you receive your first check to enroll. And the last day that you have, if you are, if you are interested, it is, um, the 27th of November. But like I said- Well- ... you're not... You don't have any active coverage. But you're welcome to like check back with them just to make sure. But I don't, I don't- Okay. Yeah. I'm gonna call them right back. ... think you have any active coverage. Yes, sir. And then I would try to get access to your pay stubs just to make sure. Um, but like I said, on my end, I don't see any deductions nor that you have coverage. Mm-hmm. I see that you're available to enroll, um, at the moment- Mm-hmm. ... 'cause you're in your personal open enrollment period, but you don't have any coverage with Surge at the moment. But I would give them a call if you're not 100% sure. Okay. All right. Thank you. You are welcome. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, my name is Joseph Corbett. Uh, I'm calling to cancel that, that medical thing. I don't need that.

Speaker speaker_1: Okay. Yeah, I can help you with that. Um, what is the staffing agency that you work for as well as the last four of your socials?

Speaker speaker_2: Um, Surge Staffing.

Speaker speaker_1: Okay.

Speaker speaker_2: And 6261 is my last, uh, same social.

Speaker speaker_1: Okay. And then for security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker_2: 211 Patrick Henry Avenue, Alexandria, Virginia. Um, date of birth 01/13/'65.

Speaker speaker_1: Okay. Thank you. And then 276-201-5969 is your phone number still?

Speaker speaker_2: Yeah. That's correct.

Speaker speaker_1: And then I have y- the first initial of your name, your last name, 1136, the number five at the end, @gmail.com. Is that still up to date?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. All right. Okay. So actually, it looks like you have already been declined from receiving any coverage, so you were never enrolled. Um, it looks like it was in September 22nd. Um, we do have-

Speaker speaker_2: So why does it get bigger than all my check mean?

Speaker speaker_1: So we haven't received any deductions. What is it saying in your check? 'Cause you're not enrolled.

Speaker speaker_2: Oh. Well, I just talked to them and they said they took, they took it out on the 15th, um, 60.

Speaker speaker_1: But what does it exactly say though, like in your deduction?

Speaker speaker_2: I can... I, I don't... Won't be able to see the, the actual deduction. I talked to him on the phone and this is what he told me. He would put a, pull it up on the computer and stuff.

Speaker speaker_1: B- because on my end, it says that you declined coverage on September 22nd. Um, they do auto enroll their members into that preventative plan, but it looks like on the 22nd of September, they declined you from even being enrolled into that plan.

Speaker speaker_2: Okay. But still, they, they... he just tell... he just called me on the phone and he took it out.

Speaker speaker_1: Okay. So if you want, we can do an investigation. But on my end, I had... I don't see any deductions. I don't even see that you ever even had coverage. But if you wish, um-

Speaker speaker_2: But if we hear, would you do that?

Speaker speaker_1: At all.

Speaker speaker_2: I got to check.

Speaker speaker_1: Like at all?

Speaker speaker_2: Would you do the check? Mm-hmm.

Speaker speaker_1: Like, it says you never even had coverage. So that means that they never did deductions. Um, that's why I'm saying like, I don't know if you wanna check your pay

stubs to actually make sure that it is for this plan. Because on my end it says that you never even were enrolled.

Speaker speaker_2: Okay. I'm gonna call them right back and I'm gonna call out. I don't know if you gonna answer. You might... It might be a different person this time, but I'm-

Speaker speaker_1: So it is... And, um, I'll put in the notes what you just stated. If you do get somebody else for some reason, they'll be able to see the same thing that I see. Um, but I would contact Surge and then I would try to get access to your pay stubs, um, just to make sure that it is for, for this insurance. But like I said, on my end, you were never even enrolled and I'm not seeing no deductions either.

Speaker speaker_2: And you said what the date was there for that?

Speaker speaker_1: Uh, September 22nd.

Speaker speaker_2: What was that? 10 what? 2022?

Speaker speaker_1: Oh, actually, give me a second. Let me make sure. Give me one second. Okay. I apologize. So actually, you're actually eligible to enroll at the moment. Um, during your personal open enrollment period to enroll, it looks like... So they give you 30 days from the day that you received your first check to enroll into the healthcare benefits. It looks like the last day that you have to enroll, if you are interested, it is... Give me one second. 30... The 29th of November. Um, so since... Have you worked with them before in the past?

Speaker speaker_2: Yeah, I just worked... Yeah. I just completed a job last week working. I'm going, gonna be working again Monday, this Monday.

Speaker speaker_1: Okay. So since you are not a new hire, they don't auto enroll you into that preventative plan. But, um, you are in your personal open enrollment period to qualify for, um, for coverage. But you don't have any active coverage at this moment, so there shouldn't be any deductions and I don't see any as well. But you're welcome to give us a call back once you speak with Surge.

Speaker speaker_2: All right. So, but I'm, I'm verbally telling you now, I don't want it. So whatever y'all, you need to go back and fix what you said. It don't need to be fixed, but you know, he just told me, unless he's saying something different.

Speaker speaker_1: Yeah. I'm not seeing that you have coverage. I'm seeing that you're eligible to enroll-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... into benefits, but, um, they won't auto enroll you into anything since this is not the first time that you're working with them.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I don't really have to do anything. Um, but you are eligible to enroll. They give you 30 days from the day that you receive your first check to enroll. And the last day that you have, if you are, if you are interested, it is, um, the 27th of November. But like I

said-

Speaker speaker_2: Well-

Speaker speaker_1: ... you're not... You don't have any active coverage. But you're welcome to like check back with them just to make sure. But I don't, I don't-

Speaker speaker_2: Okay. Yeah. I'm gonna call them right back.

Speaker speaker_1: ... think you have any active coverage. Yes, sir. And then I would try to get access to your pay stubs just to make sure. Um, but like I said, on my end, I don't see any deductions nor that you have coverage.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I see that you're available to enroll, um, at the moment-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 'cause you're in your personal open enrollment period, but you don't have any coverage with Surge at the moment. But I would give them a call if you're not 100% sure.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: You are welcome.

Speaker speaker_2: Bye.