

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you? Hey, um, I made some selections the other day on my pre-employment thing, and, um, I would like to take them off. Okay. What staffing agency? Uh, MAU. And what are the last four of your Social? Uh, 9707. Okay. First and last name, please. Uh, Matthew Crumley. Okay. You said 9707, right? With MAU? Yes, yes. How long have you been working with them? Uh, today was my first day of orientation with GE. Gotcha. So we still don't have you in our system. Um... I still don't have you on the file. Did you want me to go ahead and create one? Um, yeah, if you don't mind. I thought I did already. So we haven't received it yet, but I can go ahead and create one, and did you not want, uh, the benefits then? No, no. Okay, so I can go ahead and create one. They don't automatically enroll you into anything, but if you did it like an enrollment form, um, I can go ahead and create and file, and then they just go base off the latest date, which would be today. Okay. So if I do that- Yeah. ... I can just go ahead and decline you. Um, I just need your Social, please. Uh, it's 248-73-9707. And that was 248-73-9707? Yes, ma'am. Okay. And then what was your first name again? You said Brandon? Matthew. Matthew. Okay. And last name? Crumley. Okay. What was that last name again? You said Crum- Crumley. ... Crumley? C-R-U-M-L-E-Y. Okay. Thank you. And then what's your address? Uh, 605 Golden Springs Lane, Liberty, South Carolina, 29657. And your date of birth? Uh, 9/13/87. Is this a good contact number, 864-655-5897? Yeah. And then what's a good email address? Um, tigers, T-I-G-E-R-S, M-C. Mm-hmm. Like Mat- Matt Crumley, you know, like M.C.? Mm-hmm. Okay, uh, 19... tigersmc1987@gmail.com. Or hold on, let me see. It might be tigersmc87. Yeah, it's tigersmc87. I'm sorry. It's okay. Okay. And then you said you wanted to decline all coverage? Yeah. Okay. All right, sir. I went ahead and declined your coverage, so you've been declined. Did you have any other questions for me? Um, no, just besides the other form that I did, I, I did it online. Mm-hmm. Um, but... So, um, if that comes through, what will happen then? Well, it shouldn't because I'm just now... Since I just created this file for you, I'm gonna notate it today that you called in to decline coverage. Oh, okay. So they're gonna see my last note. Okay. All right. Um, and then just in case- Well, I appreciate that. Just in case you did want to enroll in the future, uh, they do give you 30 days from the time that you receive your first check to give us a call and do your enrollment, just in case you do change your mind. Okay. Okay? Well, what all does the benefits even cover anyway? So it's only, um, health, health, healthcare benefits, like, um, a preventative plan, dental, vision, term life, behavioral health, short-term disability, 24-hour... So if you go to, like, a doctor every month, will it help reduce a payment or anything? So there's limited benefit plans. Um, depending on the plan that you select, like, um, they cover a flat fee towards those services. So a good example for one of them is, say, hospital, daily hospital confinement. That one, they'll only cover \$50 per day. And if you select the one- Ah. ... above that, which is the

Inure+Enhance, they'll cover \$100 per day. So they only cover a percentage towards the bill, and then whatever's remaining, the member's responsible for. I gotcha. Mm-hmm. Okay. Well, yeah, I'm just gonna deny it then. Okay, that's fine. So I went ahead and declined it. Okay. Well, I appreciate your help. You're welcome. Have a nice day. All right. Okay, you too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you?

Speaker speaker_1: Hey, um, I made some selections the other day on my pre-employment thing, and, um, I would like to take them off.

Speaker speaker_0: Okay. What staffing agency?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: Uh, 9707.

Speaker speaker_0: Okay. First and last name, please.

Speaker speaker_1: Uh, Matthew Crumley.

Speaker speaker_0: Okay. You said 9707, right? With MAU?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: How long have you been working with them?

Speaker speaker_1: Uh, today was my first day of orientation with GE.

Speaker speaker_0: Gotcha. So we still don't have you in our system. Um... I still don't have you on the file. Did you want me to go ahead and create one?

Speaker speaker_1: Um, yeah, if you don't mind. I thought I did already.

Speaker speaker_0: So we haven't received it yet, but I can go ahead and create one, and did you not want, uh, the benefits then?

Speaker speaker_1: No, no.

Speaker speaker_0: Okay, so I can go ahead and create one. They don't automatically enroll you into anything, but if you did it like an enrollment form, um, I can go ahead and create and file, and then they just go base off the latest date, which would be today.

Speaker speaker_1: Okay.

Speaker speaker_0: So if I do that-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I can just go ahead and decline you. Um, I just need your Social, please.

Speaker speaker_1: Uh, it's 248-73-9707.

Speaker speaker_0: And that was 248-73-9707?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then what was your first name again? You said Brandon?

Speaker speaker_1: Matthew.

Speaker speaker_0: Matthew. Okay. And last name?

Speaker speaker_1: Crumley.

Speaker speaker_0: Okay. What was that last name again? You said Crum-

Speaker speaker_1: Crumley.

Speaker speaker_0: ... Crumley?

Speaker speaker_1: C-R-U-M-L-E-Y.

Speaker speaker_0: Okay. Thank you. And then what's your address?

Speaker speaker_1: Uh, 605 Golden Springs Lane, Liberty, South Carolina, 29657.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 9/13/87.

Speaker speaker_0: Is this a good contact number, 864-655-5897?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then what's a good email address?

Speaker speaker_1: Um, tigers, T-I-G-E-R-S, M-C.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Like Mat- Matt Crumley, you know, like M.C.?

Speaker speaker_0: Mm-hmm. Okay, uh, 19... tigersmc1987@gmail.com. Or hold on, let me see. It might be tigersmc87. Yeah, it's tigersmc87. I'm sorry. It's okay. Okay. And then you said you wanted to decline all coverage?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. All right, sir. I went ahead and declined your coverage, so you've been declined. Did you have any other questions for me?

Speaker speaker_1: Um, no, just besides the other form that I did, I, I did it online.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, but... So, um, if that comes through, what will happen then?

Speaker speaker_0: Well, it shouldn't because I'm just now... Since I just created this file for you, I'm gonna notate it today that you called in to decline coverage.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So they're gonna see my last note.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Um, and then just in case-

Speaker speaker_1: Well, I appreciate that.

Speaker speaker_0: Just in case you did want to enroll in the future, uh, they do give you 30 days from the time that you receive your first check to give us a call and do your enrollment, just in case you do change your mind.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Well, what all does the benefits even cover anyway?

Speaker speaker_0: So it's only, um, health, health, healthcare benefits, like, um, a preventative plan, dental, vision, term life, behavioral health, short-term disability, 24-hour...

Speaker speaker_1: So if you go to, like, a doctor every month, will it help reduce a payment or anything?

Speaker speaker_0: So there's limited benefit plans. Um, depending on the plan that you select, like, um, they cover a flat fee towards those services. So a good example for one of them is, say, hospital, daily hospital confinement. That one, they'll only cover \$50 per day. And if you select the one-

Speaker speaker_1: Ah.

Speaker speaker_0: ... above that, which is the Inure+Enhance, they'll cover \$100 per day. So they only cover a percentage towards the bill, and then whatever's remaining, the member's responsible for.

Speaker speaker_1: I gotcha.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Well, yeah, I'm just gonna deny it then.

Speaker speaker_0: Okay, that's fine. So I went ahead and declined it.

Speaker speaker_1: Okay. Well, I appreciate your help.

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

Speaker speaker_1: All right. Okay, you too. Thank you. Bye-bye.