

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling... ■Administrative Clerk.■ My name is Stephanie. How can I assist you? Yeah, I'm... I'm a... I just got this message today. What does it exactly mean? So we're the healthcare administrators for staff in agencies. Um, what does the message say? "Congrats on your job with Surge. You will be auto, auto-enrolled in MaxTellRx within 30 days. Call BIC to make changes- Okay. ... before your window closes." What's that mean? So it sounds like you just started working with them, um, so you have 30 days from the day that you receive your first check to be eligible to enroll into anything, any healthcare benefits such as dental, vision, depending on which ones you select and how many. And if you choose dependents with those plans, and how much the weekly- Okay. ... deductions is out of your paycheck. Um, Surge does auto-enroll their members into a preventative plan, so if you're not interested, I could go ahead and opt you out before they auto-enroll you- Yeah. ... into a plan. Yeah, you can opt me out 'cause I got... I'm on CareSource anyways for right now, so. And it, and then it doesn't help when you're only making \$15 an hour right now, so I need the money. Okay. Yeah. I can opt you out. Um, you said you're with Surge, and then what are the last four of your social? 0744. Okay. Give me one second. Oh, and then your first and last name? Dreama Hasbell. Okay. For security purposes, could you verify your address and your date of birth? 28041 Cook Road, Logan, Ohio, 43138, 10/19/1986. Okay. And then is your phone number still the 220-216-3458? Yep. All right. Then I have your first name, last name @gmail.com. Is that still up to date? Yep. Okay. And actually, you have already declined coverage, um- Okay. ... so they won't auto-enroll you into anything. I would just ignore those messages because they do- Okay. ... send those out constantly to remind their, uh, members but you have be- already been opted out. Okay. Thank you. All right. Do you have any more questions? You're welcome. No. I'm good. Thank you very much. Have a nice day. Mm-hmm. You too. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling... ■Administrative Clerk.■ My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, I'm... I'm a... I just got this message today. What does it exactly mean?

Speaker speaker_1: So we're the healthcare administrators for staff in agencies. Um, what does the message say?

Speaker speaker_2: "Congrats on your job with Surge. You will be auto, auto-enrolled in MaxTellRx within 30 days. Call BIC to make changes-

Speaker speaker_1: Okay.

Speaker speaker_2: ... before your window closes." What's that mean?

Speaker speaker_1: So it sounds like you just started working with them, um, so you have 30 days from the day that you receive your first check to be eligible to enroll into anything, any healthcare benefits such as dental, vision, depending on which ones you select and how many. And if you choose dependents with those plans, and how much the weekly-

Speaker speaker_2: Okay.

Speaker speaker_1: ... deductions is out of your paycheck. Um, Surge does auto-enroll their members into a preventative plan, so if you're not interested, I could go ahead and opt you out before they auto-enroll you-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... into a plan.

Speaker speaker_2: Yeah, you can opt me out 'cause I got... I'm on CareSource anyways for right now, so. And it, and then it doesn't help when you're only making \$15 an hour right now, so I need the money.

Speaker speaker_1: Okay. Yeah. I can opt you out. Um, you said you're with Surge, and then what are the last four of your social?

Speaker speaker_2: 0744.

Speaker speaker_1: Okay. Give me one second. Oh, and then your first and last name?

Speaker speaker_2: Dreama Hasbell.

Speaker speaker_1: Okay. For security purposes, could you verify your address and your date of birth?

Speaker speaker_2: 28041 Cook Road, Logan, Ohio, 43138, 10/19/1986.

Speaker speaker_1: Okay. And then is your phone number still the 220-216-3458?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. Then I have your first name, last name @gmail.com. Is that still up to date?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And actually, you have already declined coverage, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... so they won't auto-enroll you into anything. I would just ignore those messages because they do-

Speaker speaker_2: Okay.

Speaker speaker_1: ... send those out constantly to remind their, uh, members but you have be- already been opted out.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: All right. Do you have any more questions? You're welcome.

Speaker speaker_2: No. I'm good. Thank you very much.

Speaker speaker_1: Have a nice day.

Speaker speaker_2: Mm-hmm. You too.

Speaker speaker_1: Bye.