

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. Stephanie, how can I assist you? Hi, my name is Nicole Magenaw and you, I'm paying \$13 at pay check for you guys, and I have no idea what you are. Okay. We're the healthcare administrators for staffing agencies. Um, I was gonna tell you that some of those agencies do have auto-enrollment, um, but I can check to see if that's one of the ones that has it. Uh, what staffing agency are you working with? Crown Staffing, and clearly it does because it just started in 2025. I'm sorry, can you repeat the name of that? You kind of broke up when you, when you were telling me the name. Crown. Crown. Okay, that's weird. Give me one second. So they do have auto-enrollment? Yes. Um, w- what are the last four of your Social? I would have to get in your file. 6070. And then your first and last name, please. Nicole Magenaw. Okay, thank you. For security purposes, Nicole, I do need you to verify the address that we have on file, as well as your date of birth. 1190 Rosebud Court, Alexandria, Kentucky 41001. September 7th, 1981. Is 859-466-2086 your phone number? Yes, it is. And I have your first name, M-C-A-N-A-W 11 at gmail.com. So your first and last name. Yeah. 11. Okay. So yeah, it looks like you were auto-enrolled into that, um, MEC TeleRx plan, which is the plan that they auto-enroll their employees into. So if you don't call to opt out in the first 30 days of you receiving your first check, they do auto-enroll you into that preventative plan. Um, that plan covers like one physical visit, some vaccinations, some STD screenings, some cancer screenings, and even some counseling, but it does require you to stay within the network and it doesn't cover any doctor visits, sick hospital visits, injured, urgent care, emergency room, nor surgeries. So it looks like you're paying a weekly deduction of \$15.67 for it. If you wanna- And it, does it cover any dental? Does it cover dental at all? No, ma'am. It's only a preventative plan, meaning like only the... Okay, then I don't want it. Okay. I don't want it. And then do you wanna go ahead and cancel it then? Please. Okay. Do I get reimbursed? No ma'am. We don't do reimbursements. Um, I do have to also let you know that it does take seven to 10 days for any cancellations or changes to process. So due to that, there is a possibility that you may experience one or two deductions still. It shouldn't pass two, but hopefully it's just one. But I do have to read you that disclaimer, that there is the chance that you may see one or two still. Um, but I can go ahead and take and cancel that. This is terribly, like... I mean, this is, I know it's not your fault, you're just doing your job, but they just did not even tell me they're gonna do this. And I don't get reimbursed for something I didn't ask for and I wasn't told what's gonna happen? It's not fair. Um, so please just cancel me as soon as you can, please. Okay. Yes, ma'am. Okay. I went ahead and processed that cancellation. Um, so now- Okay. Now that's canceled. Okay, thank you. Have a nice day. You're welcome. Thank you. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. Stephanie, how can I assist you?

Speaker speaker_1: Hi, my name is Nicole Magenaw and you, I'm paying \$13 at pay check for you guys, and I have no idea what you are.

Speaker speaker_0: Okay. We're the healthcare administrators for staffing agencies. Um, I was gonna tell you that some of those agencies do have auto-enrollment, um, but I can check to see if that's one of the ones that has it. Uh, what staffing agency are you working with?

Speaker speaker_1: Crown Staffing, and clearly it does because it just started in 2025.

Speaker speaker_0: I'm sorry, can you repeat the name of that? You kind of broke up when you, when you were telling me the name.

Speaker speaker_1: Crown. Crown.

Speaker speaker_0: Okay, that's weird. Give me one second. So they do have auto-enrollment?

Speaker speaker_1: Yes.

Speaker speaker_0: Um, w- what are the last four of your Social? I would have to get in your file.

Speaker speaker_1: 6070.

Speaker speaker_0: And then your first and last name, please.

Speaker speaker_1: Nicole Magenaw.

Speaker speaker_0: Okay, thank you. For security purposes, Nicole, I do need you to verify the address that we have on file, as well as your date of birth.

Speaker speaker_1: 1190 Rosebud Court, Alexandria, Kentucky 41001. September 7th, 1981.

Speaker speaker_0: Is 859-466-2086 your phone number?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: And I have your first name, M-C-A-N-A-W 11 at gmail.com. So your first and last name.

Speaker speaker_1: Yeah.

Speaker speaker_0: 11. Okay. So yeah, it looks like you were auto-enrolled into that, um, MEC TeleRx plan, which is the plan that they auto-enroll their employees into. So if you don't call to opt out in the first 30 days of you receiving your first check, they do auto-enroll you into that preventative plan. Um, that plan covers like one physical visit, some vaccinations, some STD screenings, some cancer screenings, and even some counseling, but it does require you

to stay within the network and it doesn't cover any doctor visits, sick hospital visits, injured, urgent care, emergency room, nor surgeries. So it looks like you're paying a weekly deduction of \$15.67 for it. If you wanna-

Speaker speaker_1: And it, does it cover any dental? Does it cover dental at all?

Speaker speaker_0: No, ma'am. It's only a preventative plan, meaning like only the...

Speaker speaker_1: Okay, then I don't want it.

Speaker speaker_0: Okay.

Speaker speaker_1: I don't want it.

Speaker speaker_0: And then do you wanna go ahead and cancel it then?

Speaker speaker_1: Please.

Speaker speaker_0: Okay.

Speaker speaker_1: Do I get reimbursed?

Speaker speaker_0: No ma'am. We don't do reimbursements. Um, I do have to also let you know that it does take seven to 10 days for any cancellations or changes to process. So due to that, there is a possibility that you may experience one or two deductions still. It shouldn't pass two, but hopefully it's just one. But I do have to read you that disclaimer, that there is the chance that you may see one or two still. Um, but I can go ahead and take and cancel that.

Speaker speaker_1: This is terribly, like... I mean, this is, I know it's not your fault, you're just doing your job, but they just did not even tell me they're gonna do this. And I don't get reimbursed for something I didn't ask for and I wasn't told what's gonna happen? It's not fair. Um, so please just cancel me as soon as you can, please.

Speaker speaker_0: Okay. Yes, ma'am. Okay. I went ahead and processed that cancellation. Um, so now-

Speaker speaker_1: Okay.

Speaker speaker_0: Now that's canceled.

Speaker speaker_1: Okay, thank you. Have a nice day.

Speaker speaker_0: You're welcome. Thank you. You too.

Speaker speaker_1: Bye.