

Transcript: Estefania

Acevedo-6542592629325824-4702956265193472

Full Transcript

Thank you for contacting Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes, I had a text message saying that I was gonna be auto-enrolled in something. My name is- Okay. ... Ronald Clark. Um, so we're the healthcare administrators for staffing agencies. Some of the staffing agencies, however, do auto-enroll their new hires into some of the plans. Um, who are you currently working with? Um, with Surge. Okay, yeah. That's us. So Surge auto-enrolls their new hires into a preventative plan called the NEC Tele-RS. That plan would cover, like, one physical visit a year, some vaccinations, some SB cancer screening. Um, but it's only a preventative plan, so it won't cover any doctor visits if sick, urgent care, hospital visits, none of that. It's only for your preventative services, and it does require- Okay. ... you to stay within the network. If you do decide to be enrolled into it, they will make weekly deductions for that plan from your paycheck. Um, were you looking into enrolling or did you wanna decline the coverage? I wanna decline. Okay, that's fine. Um, what is the last four of your social? 1964. And your first and last name? Ronald Clark. I'm sorry, what was that name again? Ronald Clark. Ronald Clark? Okay. And that was 1964, right, for the social? Yes. Mm-hmm. Okay. Okay. For security purposes, can you verify address and date of birth? Uh, it's 1088 Youngs Mill Road, LaGrange, Georgia, date of birth 9/18/89. Okay, I'm sorry. I must have the wrong number. You said Robin or Marvin? M-A-R-V-I-N. Ronald, R-O-N-A-E-L-D. Okay, yeah, I have the wrong person. Give me one second. So I have you right here. Okay. Verify the address again and date of birth. 1088 Youngs Mill Road, LaGrange, Georgia, date of birth 9/18/89. I have 706-302-3307 as your phone number. Yeah, that's my mother's number. Then I have clarkronald236@gmail.com. Is that up to date? Yes. Okay. And then due to the fact that the call is recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes. Okay. I went ahead and proceeded with your declination. So you've been opted out from the auto-enrollment. Um, did you have any other questions? That's it. Okay. Well, I hope you have a great day. Thank you for your time. All right. Thank you.

Conversation Format

Speaker speaker_0: Thank you for contacting Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, yes, I had a text message saying that I was gonna be auto-enrolled in something. My name is-

Speaker speaker_0: Okay.

Speaker speaker_1: ... Ronald Clark.

Speaker speaker_0: Um, so we're the healthcare administrators for staffing agencies. Some of the staffing agencies, however, do auto-enroll their new hires into some of the plans. Um, who are you currently working with?

Speaker speaker_1: Um, with Surge.

Speaker speaker_0: Okay, yeah.

Speaker speaker_1: That's us.

Speaker speaker_0: So Surge auto-enrolls their new hires into a preventative plan called the NEC Tele-RS. That plan would cover, like, one physical visit a year, some vaccinations, some SB cancer screening. Um, but it's only a preventative plan, so it won't cover any doctor visits if sick, urgent care, hospital visits, none of that. It's only for your preventative services, and it does require-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you to stay within the network. If you do decide to be enrolled into it, they will make weekly deductions for that plan from your paycheck. Um, were you looking into enrolling or did you wanna decline the coverage?

Speaker speaker_1: I wanna decline.

Speaker speaker_0: Okay, that's fine. Um, what is the last four of your social?

Speaker speaker_1: 1964.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ronald Clark.

Speaker speaker_0: I'm sorry, what was that name again?

Speaker speaker_1: Ronald Clark.

Speaker speaker_0: Ronald Clark? Okay. And that was 1964, right, for the social?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: Okay. Okay. For security purposes, can you verify address and date of birth?

Speaker speaker_1: Uh, it's 1088 Youngs Mill Road, LaGrange, Georgia, date of birth 9/18/89.

Speaker speaker_0: Okay, I'm sorry. I must have the wrong number. You said Robin or Marvin? M-A-R-V-I-N.

Speaker speaker_1: Ronald, R-O-N-A-E-L-D.

Speaker speaker_0: Okay, yeah, I have the wrong person. Give me one second. So I have you right here. Okay. Verify the address again and date of birth.

Speaker speaker_1: 1088 Youngs Mill Road, LaGrange, Georgia, date of birth 9/18/89.

Speaker speaker_0: I have 706-302-3307 as your phone number.

Speaker speaker_1: Yeah, that's my mother's number.

Speaker speaker_0: Then I have clarkronald236@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then due to the fact that the call is recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I went ahead and proceeded with your declination. So you've been opted out from the auto-enrollment. Um, did you have any other questions?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: All right. Thank you.