

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? Hello. My name is Justin Carter. I just received a message from you guys telling me I was gonna be auto enrolled in some, I think it was Pella Rx. Okay. So actually, your staffing company system was the one that sent that out. Were you looking for more information in regards to that plan or to the ? Uh, basically I was kind of looking to opt out of that for now. Of course. What staffing company do you work with? Uh, Surge Staffing. And what are the last four of the Social? 2200. All right. And lastly, Mr. Carter, can you verify your mailing address and date of birth for me, please? That is 147 Elm Avenue. All right. So the last thing was that date of birth, please. 9/21/'88. We have the best phone number to reach you down as 567-230-6384. That's correct. And lastly, I have your email down as revrainzzz@gmail.com. That's correct. So actually, you're a rehire. You work with Surge in 2023. So auto enrollment won't take effect. However, since it is a computer system sending it out, they're still going to send you those courtesy reminders. You can ignore them because you won't be auto enrolled. Okay. The only way for you to have insurance with Surge is if you specifically call in and ask for it or fill in a form for it. Okay. All right. So out of curiosity, though, because I do have Medicaid right now, but I'll be... obviously I got to... I'm about to report my income, so I'll be running out of insurance. How much is that a week, like deducted, that insurance you guys offer? So it all depends on which plans you select because they have all of the plans separated. So it depends on how many plans as well as who you're putting down to be covered. If it's just yourself, a spouse or child. If you like, I can send you a copy of their benefit guide, which will have their prices and plans for you to look into. And I believe you might be within your first or second personal enrollment period at the moment. Yeah. Yeah. If you could, uh, if you could, yeah, like, send me a little something. And also send me the deadlines in which I have to enroll. All right. So since you're a rehire, I have to call for the front office to get the specific date times for us. Okay. Do you want me to give you a call back with those specific dates, or would you rather me just send you an email with those specific days? If you could just send me an email with those specific dates. I'm rather busy. The email that you had on file, that'll work. Mm-hmm. Understood. So today, I'm just going to be sending you the copy of their benefit guide. And then as soon as the front office gets to me with your deadline, I'll go ahead and send you an email advising you of it. Okay. So I won't be auto enrolled then for clarification? That is correct, sir. All right. The only way you'll have coverage with them is if you ask for it. All right. Well, thank you very much. I'm going to look into the coverage and, uh... Yeah, it's just kind of confusing. I was kind of looking at the pamphlet and it said that the coverage is only like 20 bucks a week per single. Is that true? Like 20-something. Depending on which plans you're looking at, then yes, because for example, there is... I believe is a VIP Classic is \$19.53 per paycheck for employee only. It also depends on the rate that you're

getting paid, whether it's weekly or bi-weekly as well. Okay. That's... that ain't too bad at all. You know what I mean? That's not... that's not too bad. Mm-hmm. So, uh, I'll... Yeah. If you can send me over the information and the deadlines in which I have to enroll, I'll look it over and maybe I'll be giving you guys a call. Uh, this is... Sir, I sent it from the office email, which is info@benefitsinacard.com. Okay. All right. It was a pleasure speaking with you. Enjoy the rest of your day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. My name is Justin Carter. I just received a message from you guys telling me I was gonna be auto enrolled in some, I think it was Pella Rx.

Speaker speaker_0: Okay. So actually, your staffing company system was the one that sent that out. Were you looking for more information in regards to that plan or to the ?

Speaker speaker_1: Uh, basically I was kind of looking to opt out of that for now.

Speaker speaker_0: Of course. What staffing company do you work with?

Speaker speaker_1: Uh, Surge Staffing.

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

Speaker speaker_1: 2200.

Speaker speaker_0: All right. And lastly, Mr. Carter, can you verify your mailing address and date of birth for me, please?

Speaker speaker_1: That is 147 Elm Avenue.

Speaker speaker_0: All right. So the last thing was that date of birth, please.

Speaker speaker_1: 9/21/88.

Speaker speaker_0: We have the best phone number to reach you down as 567-230-6384.

Speaker speaker_1: That's correct.

Speaker speaker_0: And lastly, I have your email down as revrainzzz@gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: So actually, you're a rehire. You work with Surge in 2023. So auto enrollment won't take effect. However, since it is a computer system sending it out, they're still going to send you those courtesy reminders. You can ignore them because you won't be auto enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: The only way for you to have insurance with Surge is if you specifically call in and ask for it or fill in a form for it.

Speaker speaker_1: Okay. All right. So out of curiosity, though, because I do have Medicaid right now, but I'll be... obviously I got to... I'm about to report my income, so I'll be running out of insurance. How much is that a week, like deducted, that insurance you guys offer?

Speaker speaker_0: So it all depends on which plans you select because they have all of the plans separated. So it depends on how many plans as well as who you're putting down to be covered. If it's just yourself, a spouse or child. If you like, I can send you a copy of their benefit guide, which will have their prices and plans for you to look into. And I believe you might be within your first or second personal enrollment period at the moment.

Speaker speaker_1: Yeah. Yeah. If you could, uh, if you could, yeah, like, send me a little something. And also send me the deadlines in which I have to enroll.

Speaker speaker_0: All right. So since you're a rehire, I have to call for the front office to get the specific date times for us.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you want me to give you a call back with those specific dates, or would you rather me just send you an email with those specific days?

Speaker speaker_1: If you could just send me an email with those specific dates. I'm rather busy. The email that you had on file, that'll work.

Speaker speaker_0: Mm-hmm. Understood. So today, I'm just going to be sending you the copy of their benefit guide. And then as soon as the front office gets to me with your deadline, I'll go ahead and send you an email advising you of it.

Speaker speaker_1: Okay. So I won't be auto enrolled then for clarification?

Speaker speaker_0: That is correct, sir.

Speaker speaker_1: All right.

Speaker speaker_0: The only way you'll have coverage with them is if you ask for it.

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Speaker speaker_1: Okay. That's... that ain't too bad at all. You know what I mean? That's not... that's not too bad.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, uh, I'll... Yeah. If you can send me over the information and the deadlines in which I have to enroll, I'll look it over and maybe I'll be giving you guys a call.

Speaker speaker_0: Uh, this is... Sir, I sent it from the office email, which is info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. It was a pleasure speaking with you. Enjoy the rest of your day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.