

## Transcript: Justin

**Mills-5020520164278272-6600380934438912**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah. Hi. I'm, um, I'm an employee of Surge and Staffing. And I'd like to know, um, 'cause I'm here at a ER and I'd just like to know if I have, uh, will my medical cover? Yeah. Let me check on that. So Surge Staffing, what's the last four of your Social? It was 3410. . And your first and last name? Juan Aragon. Uh, I'm sorry. What was the first and last name again? Juan Aragon. Juan is J-U-A-N. Aragon is A-R-A-G-O-N. Okay. And for security purposes, could you verify your home address, including city, state and zip code? It's, uh, 4545 North 57th Ave, uh, Unit 1101, Phoenix, Arizona 85033. And your date of birth? January 18, 1989. And a good telephone number I have is 602-461-5428. Correct. And email I have is Marcia or mariacarmenrivera00 at gmail? Yes. Okay. So looking at the file, it looks like you're enrolled into the MEC-TeleRx, which just covers preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Okay. So no ER whatsoever? Correct. All right. So how can I change that into, like, something like this? Because I don't need none of that other stuff. 100% I do. Um, so looking at the hire date on the file, um, you're actually outside of your personal open enrollment period, which is 30 days from your first paycheck. So I do know that Surge auto enrolls their new hires into that medical plan 30 days after their first paycheck, uh, unless they give us at Benefits and a Card to call to opt out of it. However, since you are outside of your personal open enrollment period, unfortunately, we wouldn't be able to make any changes right now unless you experienced a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or gaining coverage elsewhere, or waiting until Surge's next open enrollment period, which I do believe is sometime in August. Uh... All right. Can you, like can you help me and opt me out right now from what I'm, what I'm at? Um, what do you mean by that? Or do I have, do I have to go through my staffing on my job to opt me out to opt out? Opt out? Um, well, like I said, you already been opted out on your enrollment. I don't want to be paying for something that... Yeah. That's what I'm saying. I don't want to be paying for something I don't, I don't need, other than an emergency. I'm not, uh, no screening or nothing like that. Yeah. I can cancel the coverage for you. How are you- However, cancellations take one to two weeks to go through. Okay. That's fine. Okay. So I'll go ahead and process the cancellation for you. But like I said, cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll deductions. But after that you will be officially canceled. Okay? No. That's fine. Is there anything else I could assist you with today? No. That's it. Awesome. Well, you have a wonderful weekend, okay? Thank you. You too. You're welcome. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yeah. Hi. I'm, um, I'm an employee of Surge and Staffing. And I'd like to know, um, 'cause I'm here at a ER and I'd just like to know if I have, uh, will my medical cover?

Speaker speaker\_0: Yeah. Let me check on that. So Surge Staffing, what's the last four of your Social?

Speaker speaker\_1: It was 3410.

Speaker speaker\_2: .

Speaker speaker\_1: And your first and last name? Juan Aragon.

Speaker speaker\_0: Uh, I'm sorry. What was the first and last name again?

Speaker speaker\_1: Juan Aragon. Juan is J-U-A-N. Aragon is A-R-A-G-O-N.

Speaker speaker\_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: It's, uh, 4545 North 57th Ave, uh, Unit 1101, Phoenix, Arizona 85033.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: January 18, 1989.

Speaker speaker\_0: And a good telephone number I have is 602-461-5428.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And email I have is Marcia or mariacarmenrivera00 at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So looking at the file, it looks like you're enrolled into the MEC-TeleRx, which just covers preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker\_1: Okay. So no ER whatsoever?

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right. So how can I change that into, like, something like this? Because I don't need none of that other stuff. 100% I do.

Speaker speaker\_0: Um, so looking at the hire date on the file, um, you're actually outside of your personal open enrollment period, which is 30 days from your first paycheck. So I do know that Surge auto enrolls their new hires into that medical plan 30 days after their first paycheck, uh, unless they give us at Benefits and a Card to call to opt out of it. However,

since you are outside of your personal open enrollment period, unfortunately, we wouldn't be able to make any changes right now unless you experienced a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or gaining coverage elsewhere, or waiting until Surge's next open enrollment period, which I do believe is sometime in August.

Speaker speaker\_1: Uh... All right. Can you, like can you help me and opt me out right now from what I'm, what I'm at?

Speaker speaker\_0: Um, what do you mean by that?

Speaker speaker\_1: Or do I have, do I have to go through my staffing on my job to opt me out to opt out? Opt out?

Speaker speaker\_0: Um, well, like I said, you already been opted out on your enrollment.

Speaker speaker\_1: I don't want to be paying for something that... Yeah. That's what I'm saying. I don't want to be paying for something I don't, I don't need, other than an emergency. I'm not, uh, no screening or nothing like that.

Speaker speaker\_0: Yeah. I can cancel the coverage for you.

Speaker speaker\_1: How are you-

Speaker speaker\_0: However, cancellations take one to two weeks to go through.

Speaker speaker\_1: Okay. That's fine.

Speaker speaker\_0: Okay. So I'll go ahead and process the cancellation for you. But like I said, cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll deductions. But after that you will be officially canceled. Okay?

Speaker speaker\_1: No. That's fine.

Speaker speaker\_0: Is there anything else I could assist you with today?

Speaker speaker\_1: No. That's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: You're welcome. Bye-bye.