

Transcript: Justin

Mills-5358475812585472-6243880695021568

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Oh, good afternoon. So, I was get a message yesterday from se- that said this message and they said call this video for modification. I was working for this, like, one week ago. Um, yeah, so the text message you received yesterday was just a... it was congratulating you on your job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it. It's for health insurance. Oh, okay. If, uh, if I need, um, to do Medicaid, so I came talking to you? That was for health insurance through Surge Staffing. It's not Medicaid. Oh, okay. So, um, you think I have, um, some modification to do? Um, what was that again? I'm sorry. You... If you think I have some me- um, mo- modification to do. So there said if I want to, uh, un- uh, auto-unroll and this. Yeah, so Surge Staffing auto-enrolls their new hires into that medical plan usually 30 days after your first paycheck. So, did you want to accept the medical plan or did you want to opt out of the medical plan? Oh, no. Thank you. No. Okay. Well, I mean, I can opt you out of it if need be. B- b- because I already got my pay. Only I was work for only a week and they said I can work anymore, but I don't have work for this time. Okay. No worries. Well, you can go ahead and disregard the text message, okay? Okay, thank you. You're welcome. You have a great day. You too. All right, bye-bye. Uh, you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Oh, good afternoon. So, I was get a message yesterday from se- that said this message and they said call this video for modification. I was working for this, like, one week ago.

Speaker speaker_0: Um, yeah, so the text message you received yesterday was just a... it was congratulating you on your job with Surge Staffing and letting you know you would be automatically enrolled into one of their medical plans that was offered through them, so you had the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_1: Oh, okay. If, uh, if I need, um, to do Medicaid, so I came talking to you?

Speaker speaker_0: That was for health insurance through Surge Staffing. It's not Medicaid.

Speaker speaker_1: Oh, okay. So, um, you think I have, um, some modification to do?

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

Speaker speaker_1: You... If you think I have some me- um, mo- modification to do. So there said if I want to, uh, un- uh, auto-unroll and this.

Speaker speaker_0: Yeah, so Surge Staffing auto-enrolls their new hires into that medical plan usually 30 days after your first paycheck. So, did you want to accept the medical plan or did you want to opt out of the medical plan?

Speaker speaker_1: Oh, no. Thank you. No.

Speaker speaker_0: Okay. Well, I mean, I can opt you out of it if need be.

Speaker speaker_1: B- b- because I already got my pay. Only I was work for only a week and they said I can work anymore, but I don't have work for this time.

Speaker speaker_0: Okay. No worries. Well, you can go ahead and disregard the text message, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Uh, you too.