

## Transcript: Justin

**Mills-6378658803662848-5674935928406016**

### Full Transcript

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? My name is Joel. Uh, I was working at ... So, I saw the message that say I can call on this number to make a change for ME/C. Yeah, so the text message you received was congratulating you on a job with Surge Staffing, letting you know you can be or you will be automatically enrolled into one of their medical plans that was offered through them. So, you have the option to either accept it or the option to opt out of it. It's for health insurance, so you can make changes if need be. Oh, I, I can make changes? Correct. So, where I can make change? I can pull your file for you if you wanted to opt out, or did you want to accept the auto-enrollment? It's for health insurance. Okay. You can help me make, uh, make a change. Okay, um, so Surge Staffing, what's the last four of your Social? My Social? The last four of the Social. It's, uh, 3907. And your first and last name? Joel, J-O-E-L. And your last name? Kadeye, K-A-D-E-Y-E. And for security purposes, can you verify your home address including city, state and zip code, Joel? Sorry, come again? I stated for security purposes, can you verify your home address including city, state and zip code? Yeah, my, my Social is 3907 and my address is, uh, 1508 Brocket Way, Claxton and the ci- zip code is, uh, 30021. And your date of birth? 25 May, 1977. And a good telephone number I have is 404-808-3989. Perfect. And the email I have is eloneejiba89@gmail. Perfect. Okay. What changes did you want to make? Yeah, so, um, I was working, uh, uh, enrollment. They, under ADM stages for the ... tell us and say our contract is going to be end in 10 April, so we have to apply for children hospital. So, that's why I receive this message and say if I can make change in ME/C. So, I'm a cleaner. I'm keeping, I'm keeping cleaning. Okay. Um, so to advise you of what that text message meant was, um, that text message you received was to advise you that Surge Staffing automatically enrolls their new hires into the ME/C medical plan within 30 days of their first paycheck. Mm-hmm. So, they had an option whether if you wanted to accept it, like, the, you could accept the medical plan or you could opt out of the medical plan. It's up to you. So, did you want to accept that medical plan or did you want to opt out of that medical plan? Uh, I, I want to be part of, uh, children hospital. You want to switch it for employee plus children coverage? Yeah. Okay. So, you wanted hospital, doctor and medication coverage, correct? Medication coverage? Yes, you stated hospital coverage, correct? Yeah, it's okay. It's okay. Okay, so they offer two other medical plans, the VIP Standard and the VIP Classic, which both cover hospitals, doctors and medications. For employee plus children, it's \$27.25 for the VIP Standard. For the VIP Classic, it's \$30.19 per week. It's 39,700... It's \$59 by week? No, sir. So, the VIP Standard is \$27.25 per week, while the VIP Class- Mm-hmm. Is \$30.19 per week. Oh, okay. It's going to make how much? I'm asking which one did you want to be enrolled into? For the medical coverage? Correct. Which medical plan did you want to be enrolled into, sir? Yeah. For now, for now I have a government medicals. I'm sorry, what did

you say? No, I say for now I have a medical, medical government, which I'm using. Okay, um, so is there anything else I could assist you with today? You stated you have, already have medical insurance, correct? Okay. Hello, are you still there? I'm... Come again? I stated are you still there or wh- uh, is there anything else I could assist you with today? Or did you want to be enrolled in the benefits or did you want to opt out of benefits? Yeah, in, in bene- ben- be- the benefits is just for medical, I, I, I think so. Okay, so you want to accept the auto-enrollment or did you want to do the medical for you and your children, is what I'm asking? Well, well, well, well, yeah. They... E- even, even my children, they have an government medicals. Okay, so you stated that you're, you already have insurance elsewhere, so I can opt you out of benefits if need be. Mm-hmm. Okay, so you want me to opt you out of the insurance? Yeah. Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today? Okay, thank you. You're welcome. Have a great day. All right. You, too, mister. Thank you. I appreciate.

## Conversation Format

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

Speaker speaker\_1: My name is Joel. Uh, I was working at ... So, I saw the message that say I can call on this number to make a change for ME/C.

Speaker speaker\_0: Yeah, so the text message you received was congratulating you on a job with Surge Staffing, letting you know you can be or you will be automatically enrolled into one of their medical plans that was offered through them. So, you have the option to either accept it or the option to opt out of it. It's for health insurance, so you can make changes if need be.

Speaker speaker\_1: Oh, I, I can make changes?

Speaker speaker\_0: Correct.

Speaker speaker\_1: So, where I can make change?

Speaker speaker\_0: I can pull your file for you if you wanted to opt out, or did you want to accept the auto-enrollment? It's for health insurance.

Speaker speaker\_1: Okay. You can help me make, uh, make a change.

Speaker speaker\_0: Okay, um, so Surge Staffing, what's the last four of your Social?

Speaker speaker\_1: My Social?

Speaker speaker\_0: The last four of the Social.

Speaker speaker\_1: It's, uh, 3907.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Joel, J-O-E-L.

Speaker speaker\_0: And your last name?

Speaker speaker\_1: Kadeye, K-A-D-E-Y-E.

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

Speaker speaker\_1: Sorry, come again?

Speaker speaker\_0: I stated for security purposes, can you verify your home address including city, state and zip code?

Speaker speaker\_1: Yeah, my, my Social is 3907 and my address is, uh, 1508 Brocket Way, Claxton and the ci- zip code is, uh, 30021.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 25 May, 1977.

Speaker speaker\_0: And a good telephone number I have is 404-808-3989.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: And the email I have is eloneejiba89@gmail.

Speaker speaker\_1: Perfect.

Speaker speaker\_0: Okay. What changes did you want to make?

Speaker speaker\_1: Yeah, so, um, I was working, uh, uh, enrollment. They, under ADM stages for the ... tell us and say our contract is going to be end in 10 April, so we have to apply for children hospital. So, that's why I receive this message and say if I can make change in ME/C. So, I'm a cleaner. I'm keeping, I'm keeping cleaning.

Speaker speaker\_0: Okay. Um, so to advise you of what that text message meant was, um, that text message you received was to advise you that Surge Staffing automatically enrolls their new hires into the ME/C medical plan within 30 days of their first paycheck.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So, they had an option whether if you wanted to accept it, like, the, you could accept the medical plan or you could opt out of the medical plan. It's up to you. So, did you want to accept that medical plan or did you want to opt out of that medical plan?

Speaker speaker\_1: Uh, I, I want to be part of, uh, children hospital.

Speaker speaker\_0: You want to switch it for employee plus children coverage?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So, you wanted hospital, doctor and medication coverage, correct?

Speaker speaker\_1: Medication coverage?

Speaker speaker\_0: Yes, you stated hospital coverage, correct?

Speaker speaker\_1: Yeah, it's okay. It's okay.

Speaker speaker\_0: Okay, so they offer two other medical plans, the VIP Standard and the VIP Classic, which both cover hospitals, doctors and medications. For employee plus children, it's \$27.25 for the VIP Standard. For the VIP Classic, it's \$30.19 per week.

Speaker speaker\_1: It's 39,700... It's \$59 by week?

Speaker speaker\_0: No, sir. So, the VIP Standard is \$27.25 per week, while the VIP Class-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Is \$30.19 per week.

Speaker speaker\_1: Oh, okay. It's going to make how much?

Speaker speaker\_0: I'm asking which one did you want to be enrolled into?

Speaker speaker\_1: For the medical coverage?

Speaker speaker\_0: Correct. Which medical plan did you want to be enrolled into, sir? Yeah.

Speaker speaker\_1: For now, for now I have a government medicals.

Speaker speaker\_0: I'm sorry, what did you say?

Speaker speaker\_1: No, I say for now I have a medical, medical government, which I'm using.

Speaker speaker\_0: Okay, um, so is there anything else I could assist you with today? You stated you have, already have medical insurance, correct?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Hello, are you still there?

Speaker speaker\_1: I'm... Come again?

Speaker speaker\_0: I stated are you still there or wh- uh, is there anything else I could assist you with today? Or did you want to be enrolled in the benefits or did you want to opt out of benefits?

Speaker speaker\_1: Yeah, in, in bene- ben- be- the benefits is just for medical, I, I, I think so.

Speaker speaker\_0: Okay, so you want to accept the auto-enrollment or did you want to do the medical for you and your children, is what I'm asking?

Speaker speaker\_1: Well, well, well, well, yeah. They... E- even, even my children, they have an government medicals.

Speaker speaker\_0: Okay, so you stated that you're, you already have insurance elsewhere, so I can opt you out of benefits if need be.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay, so you want me to opt you out of the insurance?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: You're welcome. Have a great day.

Speaker speaker\_1: All right. You, too, mister. Thank you. I appreciate.