

## **Transcript: Pamela**

**Blanc-5079134605459456-6590983930953728**

### **Full Transcript**

Thank you for calling Benefits ... Family speaking. How may I help you? Um, I got a text message from this number about, um, I just got a new job with Surge Staffing. Okay. So they're just letting you know that you're enrolled in the health benefits or decline it, because they do auto enroll you right after you get your first paycheck. Right. Okay. I do want insurance. I do. So- Right. So, um, you could choose the one they auto enroll you, which is a preventive care plan. Um- Okay. ... these insurance are not like medical insurance. They already have a set amount that they're going to pay. Anything above that amount, your responsibility. The plan that they auto enroll you, the way it works, sorry, um, you will pay for the doctor's visit and the insurance gonna cover the actual procedure as long as it's preventive and you use a participating provider. Then the other plans that they offer- Okay. ... um, they have a plan called, um, EAP Standard. That plan is, for example, if you want to go to the doctor's, they will cover \$50 towards the visit. You are responsible for the rest. That's how the plans work. Okay. Okay. Um, actually, it can... Okay. I just want to decline all of that. Oh. Decline every insurance. What is your last four digits? May I have the- Okay. Hold on one second. ... last four digits of your social? Of my social? Mm-hmm. 6561. 561. Your first and last name? Yeah, 65... Kaitlin Peterson. Thank you. So they're going to stop taking it out of my check now that I declined it all? Have you experienced one deduction already? Uh, well, maybe not. I'm, I'm not sure. I just didn't, I didn't even... I haven't looked at that. I see that ... different, um, med-, uh, medical, vision, dental and the prescription plan. Right. But we haven't received any deductions yet, so I'm going to cancel it. Okay. Now, um, I cannot assure you that you're not going to probably get one or two deductions before the whole process is completed, um... Right. Yeah, that's fine. Mm-hmm. That's okay. I understand that. Maybe not, but yeah. All right. Is there anything else I could do for you, ma'am? You said what? Is... Anything else that I could do for you? Oh, no, that's it. I just wanted to decline the insurance. All right. Thank you for giving us a call. Have a great rest of the day. All right. Thank you. You too. Can I cancel the 4:01?

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ... Family speaking. How may I help you?

Speaker speaker\_1: Um, I got a text message from this number about, um, I just got a new job with Surge Staffing.

Speaker speaker\_0: Okay. So they're just letting you know that you're enrolled in the health benefits or decline it, because they do auto enroll you right after you get your first paycheck.

Speaker speaker\_1: Right. Okay. I do want insurance. I do. So-

Speaker speaker\_0: Right. So, um, you could choose the one they auto enroll you, which is a preventive care plan. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... these insurance are not like medical insurance. They already have a set amount that they're going to pay. Anything above that amount, your responsibility. The plan that they auto enroll you, the way it works, sorry, um, you will pay for the doctor's visit and the insurance gonna cover the actual procedure as long as it's preventive and you use a participating provider. Then the other plans that they offer-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, they have a plan called, um, EAP Standard. That plan is, for example, if you want to go to the doctor's, they will cover \$50 towards the visit. You are responsible for the rest. That's how the plans work.

Speaker speaker\_1: Okay. Okay. Um, actually, it can... Okay. I just want to decline all of that.

Speaker speaker\_0: Oh.

Speaker speaker\_1: Decline every insurance.

Speaker speaker\_2: What is your last four digits?

Speaker speaker\_0: May I have the-

Speaker speaker\_1: Okay. Hold on one second.

Speaker speaker\_0: ... last four digits of your social?

Speaker speaker\_1: Of my social?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 6561.

Speaker speaker\_0: 561. Your first and last name?

Speaker speaker\_1: Yeah, 65... Kaitlin Peterson.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: So they're going to stop taking it out of my check now that I declined it all?

Speaker speaker\_0: Have you experienced one deduction already?

Speaker speaker\_1: Uh, well, maybe not. I'm, I'm not sure. I just didn't, I didn't even... I haven't looked at that.

Speaker speaker\_0: I see that ... different, um, med-, uh, medical, vision, dental and the prescription plan.

Speaker speaker\_1: Right.

Speaker speaker\_0: But we haven't received any deductions yet, so I'm going to cancel it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, um, I cannot assure you that you're not going to probably get one or two deductions before the whole process is completed, um...

Speaker speaker\_1: Right. Yeah, that's fine.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: That's okay. I understand that.

Speaker speaker\_0: Maybe not, but yeah. All right. Is there anything else I could do for you, ma'am?

Speaker speaker\_1: You said what?

Speaker speaker\_0: Is... Anything else that I could do for you?

Speaker speaker\_1: Oh, no, that's it. I just wanted to decline the insurance.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: All right. Thank you. You too.

Speaker speaker\_2: Can I cancel the 4:01?