

Transcript: VICTORIA

Taylor-5414007431184384-4756852805943296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Uh, my name's Jordan King and I'm an employee through American Staff Corps. Um, I just need to deny the benefits. I'm Native, so I don't need those benefits. Okay. Um, let me pull up your file. What's the, uh, name of the agency again? American Staff Corps. And the last four of your Social? 9863. And you said Jordan King? Yes, ma'am. Okay. Uh, do you mind verifying your address and date of birth? My address is 1809 College Park Road, Claremore, Oklahoma 74017. My date of birth is 03/05/1990. Okay. And then phone number 918-894-2557? Yes, ma'am. And then email is jordan_king90@yahoo.com? Yes, ma'am. Okay. So, it looks like you've actually already been enrolled, but I can definitely go ahead and put in a request to have it canceled. Um- Yeah, please do. I know with cancellations, it does typically take about one to two weeks to be processed through payroll, so you may see one to two more, uh, payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed. Okay. What is this... Just, I mean, I didn't, I didn't realize that working through a temp agency I had any kind of coverage. Okay. So... Yeah. So, um, I know that they automatically enroll members into that plan unless you opt out beforehand. Um, so th- that's, that's what it looked like, how you got enrolled. It was an automatic enrollment 'cause you didn't opt out beforehand. Um, but basically, the medical plan that you're enrolled into, it's for your preventative healthcare, so it covers that at 100% as long as you stay within the multi-plan network. Um, it also comes with a subscription to FreeRx, which is like a prescription plan. And then I believe you also get, uh, like techehealth virtual, uh, urgent care. Oh. I was not aware of any of this. That's, that's news to me. Okay. Yeah. So, it looks like, um, I'm looking now, so it looks like they automatically enroll you the day after your first check unless you call in beforehand to opt out. Oh. Okay. Well, I don't, I don't need that, so, um, yeah. Thank you for letting me know and filling me in on all that. Yeah, absolutely. I will go ahead and, uh, put in the request to have it canceled and then I'm also gonna opt you out of the auto-enrollment so you don't have to worry about that for future references. Okay. Thank you. I appreciate it. Yes, sir. You have a wonderful day. You too. Thank you. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Uh, my name's Jordan King and I'm an employee through American Staff Corps. Um, I just need to deny the benefits. I'm Native, so I don't need those benefits.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the, uh, name of the agency again?

Speaker speaker_2: American Staff Corps.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9863.

Speaker speaker_1: And you said Jordan King?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: My address is 1809 College Park Road, Claremore, Oklahoma 74017. My date of birth is 03/05/1990.

Speaker speaker_1: Okay. And then phone number 918-894-2557?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is jordan_king90@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, it looks like you've actually already been enrolled, but I can definitely go ahead and put in a request to have it canceled. Um-

Speaker speaker_2: Yeah, please do.

Speaker speaker_1: I know with cancellations, it does typically take about one to two weeks to be processed through payroll, so you may see one to two more, uh, payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Okay. What is this... Just, I mean, I didn't, I didn't realize that working through a temp agency I had any kind of coverage.

Speaker speaker_1: Okay.

Speaker speaker_2: So...

Speaker speaker_1: Yeah. So, um, I know that they automatically enroll members into that plan unless you opt out beforehand. Um, so th- that's, that's what it looked like, how you got enrolled. It was an automatic enrollment 'cause you didn't opt out beforehand. Um, but basically, the medical plan that you're enrolled into, it's for your preventative healthcare, so it covers that at 100% as long as you stay within the multi-plan network. Um, it also comes with

a subscription to FreeRx, which is like a prescription plan. And then I believe you also get, uh, like techehealth virtual, uh, urgent care.

Speaker speaker_2: Oh. I was not aware of any of this. That's, that's news to me. Okay.

Speaker speaker_1: Yeah. So, it looks like, um, I'm looking now, so it looks like they automatically enroll you the day after your first check unless you call in beforehand to opt out.

Speaker speaker_2: Oh. Okay. Well, I don't, I don't need that, so, um, yeah. Thank you for letting me know and filling me in on all that.

Speaker speaker_1: Yeah, absolutely. I will go ahead and, uh, put in the request to have it canceled and then I'm also gonna opt you out of the auto-enrollment so you don't have to worry about that for future references.

Speaker speaker_2: Okay. Thank you. I appreciate it.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: You too. Thank you. Bye.

Speaker speaker_1: Thank you. Bye-bye.