

Transcript: Estefania

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Full Transcript

Thank you for calling A Better Personal Card. My name is Stephanie. How can I assist you? Hey. How you doing? Um, I received a, um, a text message from Surge saying you've been enrolled. I was just trying to see what that was about. Okay. Um, so we are the healthcare administrators for different fasting agencies, one of them being Surge. They do participate in auto-enrolling their new hires into a plan called the NEC TeleRx, which covers like a physical, some vaccines, some STD and cancer screening. Um, but it does not cover no doctor visits that's sick, urgent care emergency room, nor surgeries. So it's only a preventative plan, and it does require you to only use your doctors and clinics to receive coverage. Um, so if you received that message, it's most likely notifying you that you're within your personal open enrollment. Um, did... What does the text say though? 'Cause it could either tell you to go ahead and call to opt out or that you've been enrolled already. So what does it say? It says, "Congrats on your job with Surge. You will be enrolled with MEC TeleRx within three days. Call back at your phone number to make changes before your window closes." Okay. Yeah, so that means that you have 30 days from the time that you receive your first check to either opt out of the auto-enrollment and not be enrolled automatically into any coverage. If you do that, they won't do any deductions from your paycheck for that plan. But if you don't do it, you will automatically be enrolled into the NEC TeleRx which is only a preventative plan, and they will start making weekly deductions from your paycheck for that plan. Um, did you want to opt out or did you want to enroll? Um, can you explain that one more time for me? So technically that message is letting you know that you have 30 days from the time that you receive your first check to either be enrolled automatically into the NEC TeleRx, which is a plan that only covers like a physical, some vaccines, some STD and cancer screening. But it does not cover no doctor visits if sick, no hospital visits if injured, no urgent care, no emergency room, neither surgeries. It's only a preventative plan. So they give you 30 days from that time that you receive your first check to either automatically be enrolled into that plan, and to select different plans like dental and vision and, um, other medical plans that they offer, or to opt out from the auto-enrollment. If you do enroll however, they will make weekly deductions from your check for those selected plans. One of them being the NEC TeleRx, which is the one that they automatically enroll the new hires into. So if you do not want to be enrolled, this would be your time to opt out from the auto-enrollment. Um, yeah, I'll opt out on that. Okay. Um, and then to opt you out, I do need the last four numbers of your Social. 9487. And you're with Surge, right? Yes. You said 9487? Yes, ma'am. And your first and last name, please. Jared Madison. Okay, for security purposes, can you verify your address and date of birth? Date of birth is 10-30-04. Address is 17855 Locust Street, Lansing, Illinois. I have 708-973-137... I'm sorry, 7352 as your phone number. Is that up to date? Yes. Okay. And then I have jaredcm58@gmail.com. Is that up to date also? Yes. Okay, due to the fact that the call's been

recorded you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes, ma'am. Okay. I went ahead and declined the auto-enrollment for you. If you do wish to enroll in the future, they do give you 30 days from the time that you receive your first check to be eligible to enroll. So I opted you out from the auto-enrollment, but if you did want to enroll your last day to do so would be May 2nd. Okay, thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling A Better Personal Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey. How you doing? Um, I received a, um, a text message from Surge saying you've been enrolled. I was just trying to see what that was about.

Speaker speaker_0: Okay. Um, so we are the healthcare administrators for different fasting agencies, one of them being Surge. They do participate in auto-enrolling their new hires into a plan called the NEC TeleRx, which covers like a physical, some vaccines, some STD and cancer screening. Um, but it does not cover no doctor visits that's sick, urgent care emergency room, nor surgeries. So it's only a preventative plan, and it does require you to only use your doctors and clinics to receive coverage. Um, so if you received that message, it's most likely notifying you that you're within your personal open enrollment. Um, did... What does the text say though? 'Cause it could either tell you to go ahead and call to opt out or that you've been enrolled already. So what does it say?

Speaker speaker_1: It says, "Congrats on your job with Surge. You will be enrolled with MEC TeleRx within three days. Call back at your phone number to make changes before your window closes."

Speaker speaker_0: Okay. Yeah, so that means that you have 30 days from the time that you receive your first check to either opt out of the auto-enrollment and not be enrolled automatically into any coverage. If you do that, they won't do any deductions from your paycheck for that plan. But if you don't do it, you will automatically be enrolled into the NEC TeleRx which is only a preventative plan, and they will start making weekly deductions from your paycheck for that plan. Um, did you want to opt out or did you want to enroll?

Speaker speaker_1: Um, can you explain that one more time for me?

Speaker speaker_0: So technically that message is letting you know that you have 30 days from the time that you receive your first check to either be enrolled automatically into the NEC TeleRx, which is a plan that only covers like a physical, some vaccines, some STD and cancer screening. But it does not cover no doctor visits if sick, no hospital visits if injured, no urgent care, no emergency room, neither surgeries. It's only a preventative plan. So they give you 30 days from that time that you receive your first check to either automatically be enrolled into that plan, and to select different plans like dental and vision and, um, other medical plans that they offer, or to opt out from the auto-enrollment. If you do enroll however, they will make

weekly deductions from your check for those selected plans. One of them being the NEC TeleRx, which is the one that they automatically enroll the new hires into. So if you do not want to be enrolled, this would be your time to opt out from the auto-enrollment.

Speaker speaker_1: Um, yeah, I'll opt out on that.

Speaker speaker_0: Okay. Um, and then to opt you out, I do need the last four numbers of your Social.

Speaker speaker_1: 9487.

Speaker speaker_0: And you're with Surge, right?

Speaker speaker_1: Yes.

Speaker speaker_0: You said 9487?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Jared Madison.

Speaker speaker_2: Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Date of birth is 10-30-04. Address is 17855 Locust Street, Lansing, Illinois.

Speaker speaker_2: I have 708-973-137... I'm sorry, 7352 as your phone number. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. And then I have jaredcm58@gmail.com. Is that up to date also?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, due to the fact that the call's been recorded you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. I went ahead and declined the auto-enrollment for you. If you do wish to enroll in the future, they do give you 30 days from the time that you receive your first check to be eligible to enroll. So I opted you out from the auto-enrollment, but if you did want to enroll your last day to do so would be May 2nd.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: You're welcome. Have a nice day.

Speaker speaker_1: You too.