

## Transcript: Estefania

**Acevedo-4547071459115008-6204406493528064**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, how are you? I just recently got a, um, text message that I've been auto-enrolled in the MSM... the MEC. MEC? Yeah. Okay. Yeah, so we're the healthcare administrators for staffing agencies. Some of those agencies do participate in auto-enrolling their new hires into the MEC Tele-RS. So that plan is a plan that covers like a physical, some vaccines, some STD/cancer screenings. But it doesn't cover any of your doctor visits, like sick, urgent care, emergency room, hospital or surgery. So it's only for your preventative visits and it does require you to stay within the network. They can only use, um, the list of their clinician doctors to be covered. So some of them do participate in auto-enrolling their new clients. So if you don't call to opt out from the auto-enrollment within the first 30 days of receiving your check, they do automatically enroll you into that plan and start making weekly deductions from your paycheck, as well as in the first 30 days, you are also eligible to add different plans. Okay. I would like to, uh, un-enroll actually. Okay. Uh, what's the staffing agency that you're with? Uh, Star Vision Staffing. And then what are the last four of your Social? 9567. And your first and last name? Justice Wallace. Okay. Can you please verify your address and date of birth for security purposes? Yes. 1601 Tree Mountain Parkway, Stone Mountain, Georgia 30083. Did you recently move? I have a different address. Yes, I did. Uh- Do you remember the past? The last address is 40 Mount Zion Road Southeast, Apartment 4. Uh- Stone Mountain, Georgia. Uh, I have a different one. Uh, is that Briarcliffs Gable Circle? I can't really tell you, because it's security questions that I have to ask you. Um, it's not the second one either. It's not the second one either? Do you remember a third one? Uh, okay. If you don't remember, you can al- Did I mistake it? Um, no. It's- Okay. Um, uh, yeah, I'm not sure. If you don't remember, you can always verify your full Social. That's also another security verification. Okay, yes. That'll be 673- Mm-hmm. ... 03- Mm-hmm. ... 9567. Okay. I have 3379 Peachtree Road, Suite 700. Peachtree Road. Suite 700? No, no. Mm-hmm. Atlanta, Georgia. So you were... Well, yeah, it's different numbers and stuff. But I can change that if you want, or did you want me to leave it? Yes. Leave it or change it? Uh, we can leave it. Okay. And then, I have 757-980-2774 as your phone number. Yes. And justinwallace31@gmail.com. Is that up-to-date? Yes, that's fine. Okay. So the auto-enrollment is only for the new hires. So, um, I can just still go ahead and decline that for you. But they won't enroll you into anything, 'cause that auto-enrollment is just for new hires. And since you previously worked with them before, you don't qualify for the auto-enrolling either way. Okay. And you don't have any active coverage, but, um, if you did wanna enroll, you do have 30 days from the time that you receive your first check to be eligible to do so. Okay. But I declined it, so you should be fine. Okay, thank you so much. Thank you. Be enrolled into anything. You're welcome. All right. You have a great day. Thank you. You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, how are you? I just recently got a, um, text message that I've been auto-enrolled in the MSM... the MEC.

Speaker speaker\_0: MEC?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Yeah, so we're the healthcare administrators for staffing agencies. Some of those agencies do participate in auto-enrolling their new hires into the MEC Tele-RS. So that plan is a plan that covers like a physical, some vaccines, some STD/cancer screenings. But it doesn't cover any of your doctor visits, like sick, urgent care, emergency room, hospital or surgery. So it's only for your preventative visits and it does require you to stay within the network. They can only use, um, the list of their clinician doctors to be covered. So some of them do participate in auto-enrolling their new clients. So if you don't call to opt out from the auto-enrollment within the first 30 days of receiving your check, they do automatically enroll you into that plan and start making weekly deductions from your paycheck, as well as in the first 30 days, you are also eligible to add different plans.

Speaker speaker\_1: Okay. I would like to, uh, un-enroll actually.

Speaker speaker\_0: Okay. Uh, what's the staffing agency that you're with?

Speaker speaker\_1: Uh, Star Vision Staffing.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 9567.

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

Speaker speaker\_1: Justice Wallace.

Speaker speaker\_0: Okay. Can you please verify your address and date of birth for security purposes?

Speaker speaker\_1: Yes. 1601 Tree Mountain Parkway, Stone Mountain, Georgia 30083.

Speaker speaker\_0: Did you recently move? I have a different address.

Speaker speaker\_1: Yes, I did. Uh-

Speaker speaker\_0: Do you remember the past?

Speaker speaker\_1: The last address is 40 Mount Zion Road Southeast, Apartment 4.

Speaker speaker\_0: Uh-

Speaker speaker\_1: Stone Mountain, Georgia.

Speaker speaker\_0: Uh, I have a different one.

Speaker speaker\_1: Uh, is that Briarcliffs Gable Circle?

Speaker speaker\_0: I can't really tell you, because it's security questions that I have to ask you. Um, it's not the second one either.

Speaker speaker\_1: It's not the second one either?

Speaker speaker\_0: Do you remember a third one?

Speaker speaker\_1: Uh, okay.

Speaker speaker\_0: If you don't remember, you can al-

Speaker speaker\_1: Did I mistake it?

Speaker speaker\_0: Um, no. It's-

Speaker speaker\_1: Okay. Um, uh, yeah, I'm not sure.

Speaker speaker\_0: If you don't remember, you can always verify your full Social. That's also another security verification.

Speaker speaker\_1: Okay, yes. That'll be 673-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 03-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 9567.

Speaker speaker\_0: Okay. I have 3379 Peachtree Road, Suite 700.

Speaker speaker\_1: Peachtree Road. Suite 700? No, no. Mm-hmm.

Speaker speaker\_0: Atlanta, Georgia. So you were... Well, yeah, it's different numbers and stuff. But I can change that if you want, or did you want me to leave it?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Leave it or change it?

Speaker speaker\_1: Uh, we can leave it.

Speaker speaker\_0: Okay. And then, I have 757-980-2774 as your phone number.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And justinwallace31@gmail.com. Is that up-to-date?

Speaker speaker\_1: Yes, that's fine.

Speaker speaker\_0: Okay. So the auto-enrollment is only for the new hires. So, um, I can just still go ahead and decline that for you. But they won't enroll you into anything, 'cause that auto-enrollment is just for new hires. And since you previously worked with them before, you don't qualify for the auto-enrolling either way.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And you don't have any active coverage, but, um, if you did wanna enroll, you do have 30 days from the time that you receive your first check to be eligible to do so.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But I declined it, so you should be fine.

Speaker speaker\_1: Okay, thank you so much. Thank you.

Speaker speaker\_0: Be enrolled into anything. You're welcome.

Speaker speaker\_1: All right. You have a great day.

Speaker speaker\_0: Thank you. You too.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Bye-bye.