

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. Uh, my name is Lamar Allen. Um, I'm currently under a health service called Wagner, and I was just trying to figure out what exactly is the Benefits, uh, in a Card? Um, 'cause it said I was automatically just signed up for it and I'm not really sure what it is. Okay. Yeah. I can help you with that. Um, so we're the healthcare administrators for staffing agencies. We administrate different agencies, one of them being Wagner. They do auto-enroll their members into a preventative plan. That preventative plan would cover, like, all physicals for the year, some vaccinations - So- ... something -... and, as well as some counseling. Okay. Okay. And then, um, they do offer different medical plans, like dental, vision, short-term, term life. There's different plans to select to -... -... how many people, as well as if you choose dependents with this plan, has a lot to do with how much the weekly deductions are from your paycheck. Okay. So I did wanna ask, the one that I'm already, like, signed into, like- Mm-hmm. ... how- how much does that cost? How much is that for? So since we do administrate different agencies, different agencies offer different prices, so I would have to get in your file for, to, uh, let you know how much it is. You say you work with Wagner, right? Yes. Okay. What is the last four of your Social? 9554. For security purposes, could you please verify your address, as well as your date of birth? Yes. 53224 Miltrace, uh, Suwanee, Georgia, uh, 30024. Mm-hmm. And you said, what else did you need? My date of birth? Correct. 03-17-1995. Okay. Is your phone number still 678-720-5528? Yes, ma'am. I'm gonna have your first name, last name, 1995-Lamar. ... @gmail.com. Yes, ma'am. Okay. So it looks like you're still not enrolled into it. Um, you do have 30 days from the day that you received your first check to either add new plans or opt out of that one, if you don't wanna be enrolled into it. But it looks like it's \$14.01 weekly for the employee plan. Did you wanna opt out or did you wanna leave it how it is and add it? Uh, I'd like to opt, I'd like to opt out. Okay. Okay. I went ahead and opted you out for being auto-enrolled. Um, so this opts you out from the auto-enrollment. You do still have 30 days from the day that you receive your first check if you do wanna enroll. Just in case you do wanna enroll, I'll go ahead and provide you with your last date, just in case. Okay, thank you. So, it looks like your last day would be January... Sorry, Deb. Okay. Actually it would. It would be January the 31st, if you do wanna- The 31st? Mm-hmm. But I went ahead and opted you out from the auto-enrollment. Okay. Thank you. You're welcome. Um, did you have any questions? Uh, no, that, that's all. I appreciate it. All right. Well, I hope you have a great day. Just keep in mind, if you do wanna enroll, you have till January 31st to do it, but you won't be auto-enrolled into any plan anymore. Okay. Thank you. You're welcome. Have a nice day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hello. Uh, my name is Lamar Allen. Um, I'm currently under a health service called Wagner, and I was just trying to figure out what exactly is the Benefits, uh, in a Card? Um, 'cause it said I was automatically just signed up for it and I'm not really sure what it is.

Speaker speaker_1: Okay. Yeah. I can help you with that. Um, so we're the healthcare administrators for staffing agencies. We administrate different agencies, one of them being Wagner. They do auto-enroll their members into a preventative plan. That preventative plan would cover, like, all physicals for the year, some vaccinations -

Speaker speaker_2: So-

Speaker speaker_1: ... something -... and, as well as some counseling.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And then, um, they do offer different medical plans, like dental, vision, short-term, term life. There's different plans to select to -... -... ... how many people, as well as if you choose dependents with this plan, has a lot to do with how much the weekly deductions are from your paycheck.

Speaker speaker_2: Okay. So I did wanna ask, the one that I'm already, like, signed into, like-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... how- how much does that cost? How much is that for?

Speaker speaker_1: So since we do administrate different agencies, different agencies offer different prices, so I would have to get in your file for, to, uh, let you know how much it is. You say you work with Wagner, right?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What is the last four of your Social?

Speaker speaker_2: 9554.

Speaker speaker_1: For security purposes, could you please verify your address, as well as your date of birth?

Speaker speaker_2: Yes. 53224 Miltrace, uh, Suwanee, Georgia, uh, 30024.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And you said, what else did you need? My date of birth?

Speaker speaker_1: Correct.

Speaker speaker_2: 03-17-1995.

Speaker speaker_1: Okay. Is your phone number still 678-720-5528?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: I'm gonna have your first name, last name, 1995-

Speaker speaker_2: Lamar.

Speaker speaker_1: ... @gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So it looks like you're still not enrolled into it. Um, you do have 30 days from the day that you received your first check to either add new plans or opt out of that one, if you don't wanna be enrolled into it. But it looks like it's \$14.01 weekly for the employee plan. Did you wanna opt out or did you wanna leave it how it is and add it?

Speaker speaker_2: Uh, I'd like to opt, I'd like to opt out.

Speaker speaker_1: Okay. Okay. I went ahead and opted you out for being auto-enrolled. Um, so this opts you out from the auto-enrollment. You do still have 30 days from the day that you receive your first check if you do wanna enroll. Just in case you do wanna enroll, I'll go ahead and provide you with your last date, just in case.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: So, it looks like your last day would be January... Sorry, Deb.

Speaker speaker_2: Okay.

Speaker speaker_1: Actually it would. It would be January the 31st, if you do wanna-

Speaker speaker_2: The 31st?

Speaker speaker_1: Mm-hmm. But I went ahead and opted you out from the auto-enrollment.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Um, did you have any questions?

Speaker speaker_2: Uh, no, that, that's all. I appreciate it.

Speaker speaker_1: All right. Well, I hope you have a great day. Just keep in mind, if you do wanna enroll, you have till January 31st to do it, but you won't be auto-enrolled into any plan anymore.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too.