

## **Transcript: Estefania**

**Acevedo-4721333341306880-6633985088995328**

### **Full Transcript**

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Tia. Uh, I got a message. It said... Can I read the message to you? Yes. It said, "Congrats on your job with Sturgis. You will be auto enrolled in Med... tell you RX within 30 days." Mm-hmm. It said, "Call back at this number." I just called you it to make changes before your window closes. Okay. I talked to my manager, and she told me that to call y'all to... for some insurance or just to call to make sure or whatever. Okay, did you wanna opt out or did you wanna, um, enroll? Uh, what's the... Enroll? Yeah, so the... Um, we're the healthcare administrators for staffing agencies around the nation. Um, so we don't work in the staffing agencies but we do administrate their healthcare benefits. Some staffing agencies that we administrate do auto enrollment for one of the plans, so if you don't call to opt out from the auto enrollment, they will automatically add you into the M-E-C Tel Rx plan which is only a preventative plan, meaning it's only gonna cover like a physical, some vaccines, some STD and cancer screenings, but it doesn't cover no doctor visits that's sick, hospital visits if injured, urgent care, emergency room nor surgeries. So, um, some of them do the auto enrollment and it sounds like the staffing agency that you work for does. So, if you do want to enroll, they do give you 30 days from the time that you receive your first check to be eligible to enroll into any of the healthcare benefits that they offer. All the plans do have separate deductions, and it would be s- um, weekly deductions for your, from your paycheck. And if you don't wanna enroll, you would have to opt out from the auto enrollment. If not, they will enroll you into the plan and start making weekly deductions from your paycheck. Okay. Uh, I'll just enroll. I don't want no deductions. I'm sorry, so you do wanna enroll or you don't want to? I do. You do? Okay. Um- Is there benefits, right? So, I can't really f- give you m- my opinion. It would... It really just depends on person to person if they think it's good or not. Um, if you want, I can give you some information regarding the plans that they have, but, um, if you don't opt out like I said, they will automatically enroll you into the M-E-C Tel Rx which is your preventative plan. Um, what staffing agency are you working with? Sturge. And then what are the last four of your social? 2491. For security purposes, can you verify your address and date of birth? Yes, ma'am. Um, 4- 490 Pebblebrooks Drive. P-E-B-B-L-E B-R-O-O-K Drive. Montgomery, Alabama. 36110. You got that? So, I have a different address. Did you recently move? Um- Did you say 490? Yes. Oh, I think it's 940. It's one of 'em. Okay. Can you give me that 940 address please? It's the same as... It's 940 Pebblebrooks Drive. Okay, and then what was your date of birth? Um, 11/06/2004. Okay, and then is that still a good address to keep there on file? The 940? Yes, ma'am. Okay. I'll make a effort. And then... Uh-huh. And then I have 334-679-5184. Is that up to date? Yes, ma'am. Okay. All right, so let's see. Okay, so if you want, I can send you the benefit guide of the plans that they offer. This, um, this would have all the other plans that they offer as well including the one that they do the auto enrollment in.

So, if you want, I can send it to your email and it has all the plans that they offer with the d-weekly deductions. Um, I don't know if you want me to go any other plans, over any of the plans with you. I can do that as well. Um, I can understand it and, you know, call back and see. Okay. And I'll make my mind up. Okay, that's fine. And then just keep in mind, if you don't wanna enroll into anything that you do have to call to opt out, okay? Yes, ma'am. And then I'm gonna go ahead and send you that. Um, I'm looking to see when your deadline date that you can either opt out or enroll is and it looks like it is... Let's see. What day that is? It's on the 28th of March, okay? So, if you do wanna enroll or opt out, you have to call before the 28th. Okay. Okay? And then, um, I'm gonna go ahead and email you that guide. It should come from an email that says info@benefitsinacard.com. Um, I don't know if you wanna double check just to make sure that you did receive it. Did you say through our email? Yes, ma'am. Give me his number. Give me the phone. You have my number. Uh, I didn't see no email. Um, it's... Can you also check your spam and your junk? I have your first name, last name, the number 20 at gmail.com. Is that still up to date? Yes, ma'am. Yes. So, it was sent to that email. I would also check your spam and your junk file. Oh, it's in a second. Okay, and then just keep in mind, you have 'til the 28th of this month if you do wanna enroll or opt out, okay? Okay. All right. Well, I hope you have a great day. You too. Thank you.

## Conversation Format

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

Speaker speaker\_1: Hi, Stephanie. This is Tia. Uh, I got a message. It said... Can I read the message to you?

Speaker speaker\_0: Yes.

Speaker speaker\_1: It said, "Congrats on your job with Sturgis. You will be auto enrolled in Med... tell you RX within 30 days."

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: It said, "Call back at this number." I just called you it to make changes before your window closes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I talked to my manager, and she told me that to call y'all to... for some insurance or just to call to make sure or whatever.

Speaker speaker\_0: Okay, did you wanna opt out or did you wanna, um, enroll?

Speaker speaker\_1: Uh, what's the... Enroll?

Speaker speaker\_0: Yeah, so the... Um, we're the healthcare administrators for staffing agencies around the nation. Um, so we don't work in the staffing agencies but we do administrate their healthcare benefits. Some staffing agencies that we administrate do auto

enrollment for one of the plans, so if you don't call to opt out from the auto enrollment, they will automatically add you into the M-E-C Tel Rx plan which is only a preventative plan, meaning it's only gonna cover like a physical, some vaccines, some STD and cancer screenings, but it doesn't cover no doctor visits that's sick, hospital visits if injured, urgent care, emergency room nor surgeries. So, um, some of them do the auto enrollment and it sounds like the staffing agency that you work for does. So, if you do want to enroll, they do give you 30 days from the time that you receive your first check to be eligible to enroll into any of the healthcare benefits that they offer. All the plans do have separate deductions, and it would be s- um, weekly deductions for your, from your paycheck. And if you don't wanna enroll, you would have to opt out from the auto enrollment. If not, they will enroll you into the plan and start making weekly deductions from your paycheck.

Speaker speaker\_1: Okay. Uh, I'll just enroll. I don't want no deductions.

Speaker speaker\_0: I'm sorry, so you do wanna enroll or you don't want to?

Speaker speaker\_1: I do.

Speaker speaker\_0: You do? Okay. Um-

Speaker speaker\_1: Is there benefits, right?

Speaker speaker\_0: So, I can't really f- give you m- my opinion. It would... It really just depends on person to person if they think it's good or not. Um, if you want, I can give you some information regarding the plans that they have, but, um, if you don't opt out like I said, they will automatically enroll you into the M-E-C Tel Rx which is your preventative plan. Um, what staffing agency are you working with?

Speaker speaker\_1: Sturge.

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

Speaker speaker\_1: 2491.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Yes, ma'am. Um, 4- 490 Pebblebrooks Drive. P-E-B-B-L-E B-R-O-O-K Drive. Montgomery, Alabama. 36110. You got that?

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

Speaker speaker\_1: Um-

Speaker speaker\_0: Did you say 490?

Speaker speaker\_1: Yes. Oh, I think it's 940. It's one of 'em.

Speaker speaker\_0: Okay. Can you give me that 940 address please?

Speaker speaker\_1: It's the same as... It's 940 Pebblebrooks Drive.

Speaker speaker\_0: Okay, and then what was your date of birth?

Speaker speaker\_1: Um, 11/06/2004.

Speaker speaker\_0: Okay, and then is that still a good address to keep there on file? The 940?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'll make a effort.

Speaker speaker\_0: And then... Uh-huh. And then I have 334-679-5184. Is that up to date?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All right, so let's see. Okay, so if you want, I can send you the benefit guide of the plans that they offer. This, um, this would have all the other plans that they offer as well including the one that they do the auto enrollment in. So, if you want, I can send it to your email and it has all the plans that they offer with the d- weekly deductions. Um, I don't know if you want me to go any other plans, over any of the plans with you. I can do that as well.

Speaker speaker\_1: Um, I can understand it and, you know, call back and see.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I'll make my mind up.

Speaker speaker\_0: Okay, that's fine. And then just keep in mind, if you don't wanna enroll into anything that you do have to call to opt out, okay?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I'm gonna go ahead and send you that. Um, I'm looking to see when your deadline date that you can either opt out or enroll is and it looks like it is... Let's see.

Speaker speaker\_1: What day that is?

Speaker speaker\_0: It's on the 28th of March, okay? So, if you do wanna enroll or opt out, you have to call before the 28th.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? And then, um, I'm gonna go ahead and email you that guide. It should come from an email that says [info@benefitsinacard.com](mailto:info@benefitsinacard.com). Um, I don't know if you wanna double check just to make sure that you did receive it.

Speaker speaker\_1: Did you say through our email?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: Give me his number. Give me the phone.

Speaker speaker\_1: You have my number. Uh, I didn't see no email.

Speaker speaker\_0: Um, it's... Can you also check your spam and your junk? I have your first name, last name, the number 20 at gmail.com. Is that still up to date?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Yes. So, it was sent to that email. I would also check your spam and your junk file.

Speaker speaker\_1: Oh, it's in a second.

Speaker speaker\_0: Okay, and then just keep in mind, you have 'til the 28th of this month if you do wanna enroll or opt out, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, I hope you have a great day.

Speaker speaker\_1: You too. Thank you.