Transcript: Estefania Acevedo-4817958920962048-5362578457280512

Full Transcript

Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Hello. I'm Millie Gichina. I have an application for, for, for staffing, for staffing... Um, now I'm-... I'm with a message from my phone, in congrats on your job by Quad, but I don't know why. I don't know- Okay. Yeah. Mm-hmm. So with the healthcare administrators for staffing agencies, um, you probably are within your first 30 days of receiving your first check, which means you're eligible to enroll through them for healthcare benefits. Um, and they do only give you 30 days from the time that you receive your first check to be eligible for the enrollment. What's the name of the staffing agency that you're with? What? What? Um, what is the name of the staffing agency? I'm sorry. Millie Gichina. Ah, let me see. What was that name again? Millie Gichina. Of the staffing agency, though. Oh, the staffing agency? Mm-hmm. Yeah. Yeah, not your name, the staffing agency's name. What is it called? The Crown Staffing. It's 046221. No, the name of the staffing agency. What is it called? It's 046... The ZIP code is 46221. Oh, so the ZIP code isn't gonna work. I need the actual name of the agency. It's, um, the name of, of agency is Crown Staffing. Crown Staffing? Yeah. Okay. So Crown does auto enroll their new hires into one of the plans that they offer. It's called the MEC-TeleRx. So if you don't want to be enrolled automatically into that plan, it is important that you know that they do give you 30 days from the time that you receive your first check to either enroll into the benefit or to opt out from the auto enrollment. Um, and it's only a preventative plan, meaning it's only gonna cover things such as a physical, some vaccines, some STD and cancer screenings. But the one that they automatically enroll you in called the MEC does not cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, neither surgeries. So it's only for your preventative visits, and it does require you to stay within a n-network. So if you do not want to be automatically enrolled into that plan, it is important that you opt out from the auto enrollment within the first 30 days of receiving your first check. If you don't do that, they will automatically enroll you into it and start leaking weekly deductions from your paycheck for that plan. As well as if you do wanna enroll, you have 30 days from the time that you receive that first check to enroll into the benefit. So did you wanna enroll or did you wanna opt out from the auto enrollment? Uh, I, I don't know. What is that? So like when you opt out, that means that you're declining, um, the coverage or really declining being automatically enrolled into it. Uh... May I call you back please? Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. I'm Millie Gichina. I have an application for, for, for staffing, for staffing... Um, now I'm- ... I'm with a message from my phone, in congrats on your job by Quad, but I don't know why. I don't know-

Speaker speaker_0: Okay. Yeah.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So with the healthcare administrators for staffing agencies, um, you probably are within your first 30 days of receiving your first check, which means you're eligible to enroll through them for healthcare benefits. Um, and they do only give you 30 days from the time that you receive your first check to be eligible for the enrollment. What's the name of the staffing agency that you're with?

Speaker speaker_1: What? What?

Speaker speaker_0: Um, what is the name of the staffing agency? I'm sorry.

Speaker speaker_1: Millie Gichina.

Speaker speaker_0: Ah, let me see. What was that name again?

Speaker speaker_1: Millie Gichina.

Speaker speaker_0: Of the staffing agency, though.

Speaker speaker_1: Oh, the staffing agency?

Speaker speaker_0: Mm-hmm. Yeah. Yeah, not your name, the staffing agency's name. What is it called?

Speaker speaker_1: The Crown Staffing. It's 046221.

Speaker speaker_0: No, the name of the staffing agency. What is it called?

Speaker speaker_1: It's 046... The ZIP code is 46221.

Speaker speaker_0: Oh, so the ZIP code isn't gonna work. I need the actual name of the agency.

Speaker speaker_1: It's, um, the name of, of agency is Crown Staffing.

Speaker speaker_0: Crown Staffing?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So Crown does auto enroll their new hires into one of the plans that they offer. It's called the MEC-TeleRx. So if you don't want to be enrolled automatically into that plan, it is important that you know that they do give you 30 days from the time that you receive your first check to either enroll into the benefit or to opt out from the auto enrollment. Um, and it's only a preventative plan, meaning it's only gonna cover things such as a physical, some vaccines, some STD and cancer screenings. But the one that they automatically enroll you in called the MEC does not cover any doctor visits if sick, hospital

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Speaker speaker_1: Uh, I, I don't know. What is that?

Speaker speaker_0: So like when you opt out, that means that you're declining, um, the coverage or really declining being automatically enrolled into it.

Speaker speaker_1: Uh... May I call you back please?

Speaker speaker_0: Okay.