

## Transcript: Estefania

**Acevedo-5248377608912896-5796465431986176**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, I want to know what is this coming out my check? It come from y'all, so I had got the number for to see what- what is this concern? So we're the healthcare administrators for staffing agencies. Mm-hmm. Um, you said somebody called you? No, I went up there and looked at my check and y'all was at the bottom of it and they were taking money out my check. Oh, okay. So- And I just had enough- So we're the healthcare administrators for staffing agencies around the nation. Some of those agencies automatically do enroll their new hires into a plan called the NEC Telluride. So it sounds like your staffing agency participates in that. It is the staffing agency's responsibility to let the members know that they have 30 days from the time that they receive their first check to be eligible to enroll into the benefits, or to opt out from the auto-enrollment if their staffing agency participates in auto-enrolling their new hires. So it sounds like since you didn't call to opt out from the auto-enrollment, you were automatically enrolled. And like I said, some staffing agencies do automatically enroll their new hires if they don't call to opt out from the auto-enrollment. So did you want to cancel it? Yes, ma'am. Okay. What's the name of the staffing agency? Hello? Um, what's the name of your... Of... Can you hear me? Hello? Okay, now I can hear you. I'm- I'm- I'm the one breaking up, ma'am. Now I can hear you. Surgeon, Surgeons, Surgeons, Surgeons. Okay, yeah. So Surge automatically does dual enroll their new hires into that preventative plan. Um, that plan covers, like, doctor visits if sick, hospital visits if injured. Uh-oh. I'm sorry. No, it does not cov... It does not cover doctor visits if sick, hospital visits if injured, urgent care, emergency room, neither surgeries. So it's only for your preventative visits such as a physical, some vaccines, some STD and cancer screenings. So it only covers those, um, areas, but it doesn't cover no doctor visit, urgent care, emergency room, neither surgeries. Um, so if you did want to cancel it, I just need the last four of your Social. 8253. And your first and last name? Samuel, S-A-M-U-E-L, B-R-O-W-N. Okay. For security purposes, can you verify your address and date of birth? 1450 Adela Road, 9th to 18th, 1976. Uh, I have a different address. Do you have a different- Hmm. ... address that you might have had on file? Oh, yeah. Uh, I got the, uh, 103 Beale Street, Lexington. Okay, thank you And then is this a good contact number to reach you? This number right here. Hello? And then it has sambrown4444@yahoo.com? Yes, ma'am. Okay. So, actually, let me see. So since you're not a new hire, they don't automatically enroll you into anything, because it looks like you already worked with them in the past. Um, I was going to let you know though, that I don't see that you have coverage. So I can't cancel anything that you don't have. Um, you saying that you're seeing a deduction? Yeah, I'm going to look again then. That might be my fault. I'm, I'm going to look again, ma'am. Okay. Um, I... Yeah. I would double check, because- All right. Okay. I'll look again. If it ain't, I will... I'll- I'll let you know. If it is, if it is, I'll let you know. But if it ain't, then we don't worry about it. Okay. Yeah. All right. All

right, love. Thank you for your time. Have a nice day. You do the same.

## 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, I want to know what is this coming out my check? It come from y'all, so I had got the number for to see what- what is this concern?

Speaker speaker\_0: So we're the healthcare administrators for staffing agencies.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, you said somebody called you?

Speaker speaker\_1: No, I went up there and looked at my check and y'all was at the bottom of it and they were taking money out my check.

Speaker speaker\_0: Oh, okay. So-

Speaker speaker\_1: And I just had enough-

Speaker speaker\_0: So we're the healthcare administrators for staffing agencies around the nation. Some of those agencies automatically do enroll their new hires into a plan called the NEC Telluride. So it sounds like your staffing agency participates in that. It is the staffing agency's responsibility to let the members know that they have 30 days from the time that they receive their first check to be eligible to enroll into the benefits, or to opt out from the auto-enrollment if their staffing agency participates in auto-enrolling their new hires. So it sounds like since you didn't call to opt out from the auto-enrollment, you were automatically enrolled. And like I said, some staffing agencies do automatically enroll their new hires if they don't call to opt out from the auto-enrollment. So did you want to cancel it?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. What's the name of the staffing agency?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Um, what's the name of your... Of... Can you hear me? Hello?

Speaker speaker\_1: Okay, now I can hear you. I'm- I'm- I'm the one breaking up, ma'am. Now I can hear you. Surgeon, Surgeons, Surgeons, Surgeons.

Speaker speaker\_0: Okay, yeah. So Surge automatically does dual enroll their new hires into that preventative plan. Um, that plan covers, like, doctor visits if sick, hospital visits if injured.

Speaker speaker\_1: Uh-oh.

Speaker speaker\_0: I'm sorry. No, it does not cov... It does not cover doctor visits if sick, hospital visits if injured, urgent care, emergency room, neither surgeries. So it's only for your

preventative visits such as a physical, some vaccines, some STD and cancer screenings. So it only covers those, um, areas, but it doesn't cover no doctor visit, urgent care, emergency room, neither surgeries. Um, so if you did want to cancel it, I just need the last four of your Social.

Speaker speaker\_1: 8253.

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

Speaker speaker\_1: Samuel, S-A-M-U-E-L, B-R-O-W-N.

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

Speaker speaker\_1: 1450 Adela Road, 9th to 18th, 1976.

Speaker speaker\_0: Uh, I have a different address. Do you have a different-

Speaker speaker\_1: Hmm.

Speaker speaker\_0: ... address that you might have had on file?

Speaker speaker\_1: Oh, yeah. Uh, I got the, uh, 103 Beale Street, Lexington.

Speaker speaker\_0: Okay, thank you And then is this a good contact number to reach you?

Speaker speaker\_1: This number right here. Hello?

Speaker speaker\_0: And then it has sambrown4444@yaho.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So, actually, let me see. So since you're not a new hire, they don't automatically enroll you into anything, because it looks like you already worked with them in the past. Um, I was going to let you know though, that I don't see that you have coverage. So I can't cancel anything that you don't have. Um, you saying that you're seeing a deduction?

Speaker speaker\_1: Yeah, I'm going to look again then. That might be my fault. I'm, I'm going to look again, ma'am.

Speaker speaker\_0: Okay. Um, I... Yeah. I would double check, because-

Speaker speaker\_1: All right. Okay. I'll look again. If it ain't, I will... I'll- I'll let you know. If it is, if it is, I'll let you know. But if it ain't, then we don't worry about it.

Speaker speaker\_0: Okay. Yeah. All right.

Speaker speaker\_1: All right, love. Thank you for your time.

Speaker speaker\_0: Have a nice day.

Speaker speaker\_1: You do the same.