

## **Transcript: Estefania**

**Acevedo-5335617191067648-6529985612660736**

### **Full Transcript**

Thank you for calling Benefits Enquiry. My name is Stephanie. How can I assist you? Um, yeah, I'm, I'm, uh, going through Surge. I just wanna, uh, decline all of the, uh, benefits. Okay. My name's, uh, Isaiah Bell. I just need the last four of your social. It's, uh, seven-six-seven-eight. Is it A-Z-B-E-I-L? Yep. Can you please verify your address and date of birth for security purposes? It's, uh, 1107, and then it is 46 Furnace Street, Logan, Ohio. Okay. And then 304-483-4288 is your phone number? Yep. Okay. So I was actually gonna tell you... Um, give me one second that they've already enrolled you into the benefit, but I can go ahead and cancel it. Um, did it take any money out or, or if... Do you know that? Hello? Can you hear me? Hello? Yeah. Can you hear me? Um, did you catch what I just said? That it takes seven to 10 days for any cancellations to process, so there is a chance that you may experience one or two deductions after the cancellation. So ... Um, am I gonna get it back or what? No, because that's how long the cancellation process takes. So am I gonna get them benefits for two weeks then or what? So for those two weeks, yes. But I would be checking your pay stubs, 'cause I'm not gonna know if it's gonna be one deduction or two deductions. So you're gonna have to be paying attention to your pay stubs. Well, okay. I appreciate it. Okay? But it's been canceled. How much does it take out? Um, it was 15.16. I'm sorry, what is it? \$15.16. So I would need to check in on your pay stub, 'cause like I said, it can be only one, but there is a possibility that it may be two. So I just gotta redirect it for you. All right. So, um, those benefits, does it, like, help your... Okay, so I got a daughter. So, like, would... Like, what's the benefits for? So, they offer different medical plans. Depending on the plan that you select has a lot to do with what's covered and how much. So they offer a preventative plan, they offer hospital indemnity plans, they offer dental, vision, term life, behavior health. So it just depends on the plan that you select. And, um, it looks like if you do wanna enroll however, the last day that you would have to do so, let me see, would be today. Yeah. Yeah. That's fine. Today's the last day. I, I mean, I do have CareSource. I was just curious. Okay. So, um, what did they have me enrolled with then, because that don't make any sense. Well- Because if I didn't enroll myself or something- Yeah. ... I don't get it. Yeah. I'm about to go there. Um, so some staffing agencies auto-enroll their members into one of the preventative plans, which is the MEC Tel-RF. The staffing agency that you work for, which is Surge, is one of the staffing agencies that does take part of that auto-enrollment. All right. I appreciate it. Yes, sir. All right. Well, I hope you have a great day. You too. Thanks.

### **Conversation Format**

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

Speaker speaker\_1: Um, yeah, I'm, I'm, uh, going through Surge. I just wanna, uh, decline all of the, uh, benefits.

Speaker speaker\_0: Okay.

Speaker speaker\_1: My name's, uh, Isaiah Bell.

Speaker speaker\_0: I just need the last four of your social.

Speaker speaker\_1: It's, uh, seven-six-seven-eight.

Speaker speaker\_0: Is it A-Z-B-E-I-L?

Speaker speaker\_1: Yep.

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

Speaker speaker\_1: It's, uh, 1107, and then it is 46 Furnace Street, Logan, Ohio.

Speaker speaker\_0: Okay. And then 304-483-4288 is your phone number?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. So I was actually gonna tell you... Um, give me one second that they've already enrolled you into the benefit, but I can go ahead and cancel it.

Speaker speaker\_1: Um, did it take any money out or, or if... Do you know that? Hello?

Speaker speaker\_0: Can you hear me? Hello?

Speaker speaker\_1: Yeah. Can you hear me?

Speaker speaker\_0: Um, did you catch what I just said? That it takes seven to 10 days for any cancellations to process, so there is a chance that you may experience one or two deductions after the cancellation. So ...

Speaker speaker\_1: Um, am I gonna get it back or what?

Speaker speaker\_0: No, because that's how long the cancellation process takes.

Speaker speaker\_1: So am I gonna get them benefits for two weeks then or what?

Speaker speaker\_0: So for those two weeks, yes. But I would be checking your pay stubs, 'cause I'm not gonna know if it's gonna be one deduction or two deductions. So you're gonna have to be paying attention to your pay stubs.

Speaker speaker\_1: Well, okay. I appreciate it.

Speaker speaker\_0: Okay? But it's been canceled.

Speaker speaker\_1: How much does it take out?

Speaker speaker\_0: Um, it was 15.16.

Speaker speaker\_1: I'm sorry, what is it?

Speaker speaker\_0: \$15.16. So I would need to check in on your pay stub, 'cause like I said, it can be only one, but there is a possibility that it may be two. So I just gotta redirect it for you.

Speaker speaker\_1: All right. So, um, those benefits, does it, like, help your... Okay, so I got a daughter. So, like, would... Like, what's the benefits for?

Speaker speaker\_0: So, they offer different medical plans. Depending on the plan that you select has a lot to do with what's covered and how much. So they offer a preventative plan, they offer hospital indemnity plans, they offer dental, vision, term life, behavior health. So it just depends on the plan that you select. And, um, it looks like if you do wanna enroll however, the last day that you would have to do so, let me see, would be today. Yeah.

Speaker speaker\_1: Yeah. That's fine.

Speaker speaker\_0: Today's the last day.

Speaker speaker\_1: I, I mean, I do have CareSource. I was just curious.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So, um, what did they have me enrolled with then, because that don't make any sense.

Speaker speaker\_0: Well-

Speaker speaker\_1: Because if I didn't enroll myself or something-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... I don't get it.

Speaker speaker\_0: Yeah. I'm about to go there. Um, so some staffing agencies auto-enroll their members into one of the preventative plans, which is the MEC Tel-RF. The staffing agency that you work for, which is Surge, is one of the staffing agencies that does take part of that auto-enrollment.

Speaker speaker\_1: All right. I appreciate it.

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

Speaker speaker\_1: You too. Thanks.