

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Um, my boyfriend wasn't quite sure on what to do. He asked me to call you guys to see what, like, this stuff is about, because he... The Surge gave him this card today 'cause he starts work tomorrow. Is it like- So was that- ... health benefits or... Yes, ma'am. So I can give you only general information. Due to the fact that it's his account, I would need, like, permission from him to actually get in his file. But I can get you general- No, he's right here now so we wanna talk to him. Okay. Here you are. Hello? Hey. Um, I was telling your girlfriend that if you received a card... Did you get a card already by any chance? Yeah, they gave me one. Okay. Yeah, like a pre-paid card type deal. Or just- Hmm. I wouldn't... No, so- ... a card. Any kind of card. So we're the healthcare administrators for Surge Staffing. Um, if you received a card already, most likely you already got enrolled into their MEC Telluride plan, which is a preventative plan that covers things such as a physical, some vaccines, some STD and cancer screenings. But it doesn't cover any doctor visits if sick, no hospital visits if injured, no urgent care, emergency room and no surgery. So it sounds like you didn't opt out from the auto enrollment and you were automatically enrolled into that preventative plan. Um, did you still want to keep it or did you want to cancel? Because to have that plan active, they will make weekly deductions from your paycheck for it. Mm-mm. No. No. You want it canceled then? I don't... I don't really know. They, they just gave me this benefit and card... benefits and a card. Mm-hmm. Um, I got insurance but- Okay. So did you want to cancel it? Because like I said, for you to have active coverage, they will do weekly deductions from your paycheck to keep that plan active. Yeah, you can... Yes, you can just cancel it. Okay. Um, you said you're with Surge. I need to get in your file. Since we do administrate different agencies, um, I just need the last four of your Social. 7479. And then your first and last name, please. Paul Smith. Paul Smith. Okay. Give me one second. You said 7479? Yes. Okay. Are you sure? Um, you probably haven't been enrolled yet, um, 'cause I don't see you in the file. I can go ahead and opt you out from the auto enrollment though, before they enroll you into it, 'cause I don't see your name yet. Um, if you want, I can go ahead and create a file. But for that, I do need your address, your date of birth, your information. If you don't feel comfortable doing that over the phone, you're welcome, um, to give us a call throughout the week to see if we've received that information. But I don't have a Paul Smith in the file yet. So I can go ahead and create a file for you and go ahead and opt you out from the auto enrollment. Okay. Okay. All right. So Surge. And then, um, can you please provide your full Social, please? 406-45-7479. Okay. Thank you. And then your address, please. 262 Sequoia Drive, Byersville, Ohio. You said Sequoia Drive? Sequoia. S-E-Q- S-E-Q- U-O-I-A. U-O-I-A. I think ... by the way. Give me a second. Yeah. And then what was that city and state? Byersville, Ohio. And the zip is 43723. Okay. And then your birthday, please. 08/02/93. Is this a good contact number to reach you

at? The 740- Yeah. ... 825-8342? And then, um, what's a good email address? Um... Whatever your phone is. I don't know mine. What's yours? Amber Oliver. Amber Oliver. 570- ... 570@gmail.com. Okay. And then due to the call being recorded, you stated that you wanted to opt out from the auto enrollment? Yeah. Okay. All right. So I went ahead and declined coverage. So you won't be enrolled into any of the benefits automatically. Good. Um, just in case you did want to be enrolled in the future, they give you 30 days from the time that you receive your first check to give us a call and be eligible to enroll. After those 30 days, you would have to wait for the next company open enrollment, which for Surge is held in August. But you've been opted out from the auto enrollment. Okay. All right. Thank you. Have a great day. You too. Thank you.

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: Hi. Um, my boyfriend wasn't quite sure on what to do. He asked me to call you guys to see what, like, this stuff is about, because he... The Surge gave him this card today 'cause he starts work tomorrow.

Speaker speaker_2: Is it like-

Speaker speaker_0: So was that-

Speaker speaker_1: ... health benefits or...

Speaker speaker_0: Yes, ma'am. So I can give you only general information. Due to the fact that it's his account, I would need, like, permission from him to actually get in his file. But I can get you general-

Speaker speaker_1: No, he's right here now so we wanna talk to him.

Speaker speaker_0: Okay.

Speaker speaker_2: Here you are.

Speaker speaker_3: Hello?

Speaker speaker_0: Hey. Um, I was telling your girlfriend that if you received a card... Did you get a card already by any chance?

Speaker speaker_3: Yeah, they gave me one.

Speaker speaker_0: Okay.

Speaker speaker_3: Yeah, like a pre-paid card type deal. Or just-

Speaker speaker_0: Hmm. I wouldn't... No, so-

Speaker speaker_3: ... a card. Any kind of card.

Speaker speaker_0: So we're the healthcare administrators for Surge Staffing. Um, if you received a card already, most likely you already got enrolled into their MEC Telluride plan, which is a preventative plan that covers things such as a physical, some vaccines, some STD and cancer screenings. But it doesn't cover any doctor visits if sick, no hospital visits if injured, no urgent care, emergency room and no surgery. So it sounds like you didn't opt out from the auto enrollment and you were automatically enrolled into that preventative plan. Um, did you still want to keep it or did you want to cancel? Because to have that plan active, they will make weekly deductions from your paycheck for it.

Speaker speaker_1: Mm-mm. No.

Speaker speaker_3: No.

Speaker speaker_0: You want it canceled then?

Speaker speaker_3: I don't... I don't really know. They, they just gave me this benefit and card... benefits and a card.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: Um, I got insurance but-

Speaker speaker_0: Okay. So did you want to cancel it? Because like I said, for you to have active coverage, they will do weekly deductions from your paycheck to keep that plan active.

Speaker speaker_3: Yeah, you can... Yes, you can just cancel it.

Speaker speaker_0: Okay. Um, you said you're with Surge. I need to get in your file. Since we do administrate different agencies, um, I just need the last four of your Social.

Speaker speaker_3: 7479.

Speaker speaker_0: And then your first and last name, please.

Speaker speaker_3: Paul Smith.

Speaker speaker_0: Paul Smith. Okay. Give me one second. You said 7479?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. Are you sure? Um, you probably haven't been enrolled yet, um, 'cause I don't see you in the file. I can go ahead and opt you out from the auto enrollment though, before they enroll you into it, 'cause I don't see your name yet. Um, if you want, I can go ahead and create a file. But for that, I do need your address, your date of birth, your information. If you don't feel comfortable doing that over the phone, you're welcome, um, to give us a call throughout the week to see if we've received that information. But I don't have a Paul Smith in the file yet. So I can go ahead and create a file for you and go ahead and opt you out from the auto enrollment.

Speaker speaker_3: Okay.

Speaker speaker_0: Okay. All right. So Surge. And then, um, can you please provide your full Social, please?

Speaker speaker_3: 406-45-7479.

Speaker speaker_0: Okay. Thank you. And then your address, please.

Speaker speaker_3: 262 Sequoia Drive, Byersville, Ohio.

Speaker speaker_0: You said Sequoia Drive?

Speaker speaker_3: Sequoia.

Speaker speaker_1: S-E-Q-

Speaker speaker_3: S-E-Q-

Speaker speaker_1: U-O-I-A.

Speaker speaker_3: U-O-I-A.

Speaker speaker_1: I think

Speaker speaker_4: ... by the way. Give me a second. Yeah.

Speaker speaker_0: And then what was that city and state?

Speaker speaker_3: Byersville, Ohio. And the zip is 43723.

Speaker speaker_0: Okay. And then your birthday, please.

Speaker speaker_3: 08/02/93.

Speaker speaker_0: Is this a good contact number to reach you at? The 740-

Speaker speaker_4: Yeah.

Speaker speaker_0: ... 825-8342? And then, um, what's a good email address?

Speaker speaker_3: Um...

Speaker speaker_1: Whatever your phone is.

Speaker speaker_3: I don't know mine. What's yours?

Speaker speaker_1: Amber Oliver.

Speaker speaker_3: Amber Oliver.

Speaker speaker_1: 570-

Speaker speaker_3: ... 570@gmail.com.

Speaker speaker_0: Okay. And then due to the call being recorded, you stated that you wanted to opt out from the auto enrollment?

Speaker speaker_3: Yeah.

Speaker speaker_0: Okay. All right. So I went ahead and declined coverage. So you won't be enrolled into any of the benefits automatically.

Speaker speaker_3: Good.

Speaker speaker_0: Um, just in case you did want to be enrolled in the future, they give you 30 days from the time that you receive your first check to give us a call and be eligible to enroll. After those 30 days, you would have to wait for the next company open enrollment, which for Surge is held in August. But you've been opted out from the auto enrollment.

Speaker speaker_3: Okay.

Speaker speaker_0: All right. Thank you. Have a great day.

Speaker speaker_3: You too. Thank you.