

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? Yes, I was calling... I work through, um, Surge Staffing. Mm-hmm. And I was calling... I, I called them to see if I... 'cause I couldn't recall if I had enrolled in... for medical. And she gave me this number and told me to call this number. Okay. So you wanna enroll? No. I, I didn't know if I was enrolled or not. Oh, gotcha. I, I couldn't remember if I did or not. Okay. Yeah. I can check because, um, if you're a new hire, they do automatically enroll their new hires into a preventative plan called the MEC tele-RS. Um, but that's 30 days from the time that you receive your first check. But I can check real quick. Um, what staffing... um, you said Surge. What are the last four of your Social? 1525. And then your first and last name? Devante Ellis. For security purposes, can you verify your address and date of birth? 329 South McDonald, 61892. I have a different address. Do you remember the old one? It might be a past address on file because it's not that one. Is it, uh, 1928 Reese? Hmm. Or wait, uh, 10... No. 1028 Reese? No. Is it 9th Street? Uh, no. I don't know which street. So since it's- Yeah. I don't know which one it is. ... none o- since it's none of those, these are security questions that we have to ask you before I give you any information. Um, so can you please verify your full Social? 297-941-5252. Uh, 1128 Reese Avenue, Lima, Ohio 45820. Yeah, 1128. Di- Did I say 1028? Yes. Okay. Yeah. Um. Well, I... That was my old address. I couldn't remember. It's okay. Um, did you want me to change it? Yeah, 'cause that was from a few years ago. Okay. What was that new address? 329 South McDonald. And that's M-C-D-O-N-E-L, 'cause everybody spell it like the restaurant. Oh, okay. You said M-C-D-O-N-E-L? Uh, yes, D-E-L. Okay. And then it's still the same city and state? Yes. What about the ZIP code? 45801. Okay. May I have 313-597-5229 as your phone number? Yes. Then I have your lastnamefirstname@gmail.com as the email. Correct. Okay. So you're not enrolled into anything, so you don't have active coverage. Um, were you looking into enrolling, or did you want to opt out? Like, you just started with them. You don't have any- Uh, yeah. I'll just... How, how much is it? Like, do you know? So the one that they automatically enroll you into is \$16.80 for the employee plan. That one's the most basic one. It only covers, like, a physical, some vaccines, some STD and cancer screenings. Um, but it doesn't cover any doctor visits or sick, hospital visits if injured, urgent care, emergency room, or surgeries. Um, and you do have to stay within network. So that one's the most basic and that one's \$16.80 weekly. And then the other ones are a little bit more. Um, and if you did want to enroll, I would have to either way do a eligibility review to see if you're eligible, just because you have a lot of, like, prior dates and none of them are new. All of them are old. Oh, okay. Well, um- And you, and you can only enroll within the first 30 days of receiving your first check, or within company open enrollment. But they do participate in auto-enrolling, um, new hires into that plan that's worth \$16.80. So if you did start and y- if you don't call to opt out from the auto enrollment within the 30 days of receiving your first check,

you are automatically enrolled into that preventative plan. So if that's something that you don't want to do, you would have to call and opt out. Because if you forget, they do a weekly deduction from your pay. Okay. Well, um, it's been over 30 days, so I don't know why they didn't do it. But since they didn't, we'll just keep it... let's just keep it like that. Um, you don't want me to, like, just... 'Cause, like I said, I'm not sure why. We don't work in Surge, but they do participate in that. Did you want me to just go ahead and opt you out from it, just in case? Yeah. Okay. All right. So that has been opted out. Did you have any other questions? No, ma'am. All right. Well, I hope you have a great day. Thank you for your time. You too. Mm, bye. Bye.

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 was calling... I work through, um, Surge Staffing.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I was calling... I, I called them to see if I... 'cause I couldn't recall if I had enrolled in... for medical. And she gave me this number and told me to call this number.

Speaker speaker_0: Okay. So you wanna enroll?

Speaker speaker_1: No. I, I didn't know if I was enrolled or not.

Speaker speaker_0: Oh, gotcha.

Speaker speaker_1: I, I couldn't remember if I did or not.

Speaker speaker_0: Okay. Yeah. I can check because, um, if you're a new hire, they do automatically enroll their new hires into a preventative plan called the MEC tele-RS. Um, but that's 30 days from the time that you receive your first check. But I can check real quick. Um, what staffing... um, you said Surge. What are the last four of your Social?

Speaker speaker_1: 1525.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: Devante Ellis.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 329 South McDonald, 61892.

Speaker speaker_0: I have a different address. Do you remember the old one? It might be a past address on file because it's not that one.

Speaker speaker_1: Is it, uh, 1928 Reese?

Speaker speaker_0: Hmm.

Speaker speaker_1: Or wait, uh, 10... No. 1028 Reese?

Speaker speaker_0: No.

Speaker speaker_1: Is it 9th Street?

Speaker speaker_0: Uh, no.

Speaker speaker_1: I don't know which street.

Speaker speaker_0: So since it's-

Speaker speaker_1: Yeah. I don't know which one it is.

Speaker speaker_0: ... none o- since it's none of those, these are security questions that we have to ask you before I give you any information. Um, so can you please verify your full Social?

Speaker speaker_1: 297-941-5252.

Speaker speaker_0: Uh, 1128 Reese Avenue, Lima, Ohio 45820.

Speaker speaker_1: Yeah, 1128. Di- Did I say 1028?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: Um.

Speaker speaker_1: Well, I... That was my old address. I couldn't remember.

Speaker speaker_0: It's okay. Um, did you want me to change it?

Speaker speaker_1: Yeah, 'cause that was from a few years ago.

Speaker speaker_0: Okay. What was that new address?

Speaker speaker_1: 329 South McDonald. And that's M-C-D-O-N-E-L, 'cause everybody spell it like the restaurant.

Speaker speaker_0: Oh, okay. You said M-C-D-O-N-E-L?

Speaker speaker_1: Uh, yes, D-E-L.

Speaker speaker_0: Okay. And then it's still the same city and state?

Speaker speaker_1: Yes.

Speaker speaker_0: What about the ZIP code?

Speaker speaker_1: 45801.

Speaker speaker_0: Okay. May I have 313-597-5229 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Then I have your lastnamefirstname@gmail.com as the email.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So you're not enrolled into anything, so you don't have active coverage. Um, were you looking into enrolling, or did you want to opt out? Like, you just started with them. You don't have any-

Speaker speaker_1: Uh, yeah. I'll just... How, how much is it? Like, do you know?

Speaker speaker_0: So the one that they automatically enroll you into is \$16.80 for the employee plan. That one's the most basic one. It only covers, like, a physical, some vaccines, some STD and cancer screenings. Um, but it doesn't cover any doctor visits or sick, hospital visits if injured, urgent care, emergency room, or surgeries. Um, and you do have to stay within network. So that one's the most basic and that one's \$16.80 weekly. And then the other ones are a little bit more. Um, and if you did want to enroll, I would have to either way do a eligibility review to see if you're eligible, just because you have a lot of, like, prior dates and none of them are new. All of them are old.

Speaker speaker_1: Oh, okay. Well, um-

Speaker speaker_0: And you, and you can only enroll within the first 30 days of receiving your first check, or within company open enrollment. But they do participate in auto-enrolling, um, new hires into that plan that's worth \$16.80. So if you did start and y- if you don't call to opt out from the auto enrollment within the 30 days of receiving your first check, you are automatically enrolled into that preventative plan. So if that's something that you don't want to do, you would have to call and opt out. Because if you forget, they do a weekly deduction from your pay.

Speaker speaker_1: Okay. Well, um, it's been over 30 days, so I don't know why they didn't do it. But since they didn't, we'll just keep it... let's just keep it like that.

Speaker speaker_0: Um, you don't want me to, like, just... 'Cause, like I said, I'm not sure why. We don't work in Surge, but they do participate in that. Did you want me to just go ahead and opt you out from it, just in case?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. All right. So that has been opted out. Did you have any other questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: You too. Mm, bye.

Speaker speaker_0: Bye.