

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? How you doing, Stephanie? I, um, I received a, a text from Mega, Megaforce. Okay. What does the text say? It says, "If you haven't declined coverage, you'll be auto enrolled in the MEC, in the M-E-C TeleRX plan 30 days from your first check." Okay. "Call BIC." Um, so that text is technically letting you know that right now you're in your personal open enrollment period, which technically means you have 30 days from the day that you received your first check to select healthcare benefits. They do auto enroll you into a preventative plan that covers the one physical visit, some vaccines, some cancer screenings, some STD screenings, and it's that plan that you just mentioned, that's called the MEC TeleRX. Um, so they do auto enroll you in that plan. If you are interested in selecting benefits, um, you could keep that one and select additional ones. But if you're not interested, this would be the time for me to opt you out, um, because if I don't do that, they will auto enroll you into that plan and then start doing weekly deductions for it. Is that something that you want me to do, or are you interested- Yeah. ... in enrolling? Yeah. No, I'm not interested. I wanna opt out. Gotcha. Um, so for that I do need the last four of your Social. And you said you're with Megaforce, correct? Yes, ma'am. Okay. Um, I just need those last four. All right. Let me know when you're ready. I'm ready. Just the last four. 6851. And for security purposes, I will need you to verify your address and your date of birth. Um, my birthday is 1/28/80. Mm-hmm. And my address is... My address is 6475 Applewhite Road, Fayetteville, North Carolina, 28304. Okay, thank you. And is your phone number still the 910-303-658- 1658. Yes, ma'am. Mm-hmm. And then I have your email address as lbuma1on1@gmail.com. Is that still up to date? Uh, b-u-r-m-a. Okay. Thank you. Yeah, no problem. And due to the fact that the call... And due to the fact that the call's being recorded, you stated that you wanted to opt out from receiving any healthcare benefits with Megaforce Staffing. Is that correct? Yes. Okay. I went ahead and declined you from receiving any coverage, so they won't auto enroll you into any plan. I don't know if you have any more questions for me. Um, I would have to w- If I wanted to enroll, uh, enroll, um, at a later date, I would have to wait a year? Yes, sir. Correct. You would have to wait, um, for the company to be within their company open enrollment period. Which I can provide you the, the month, if you wish. Um, yes. Okay. Let me check real quick. Okay. So it looks like for Megaforce Staffing, um, their company open enrollment period is in the month of November up until January. So it should be... Give me one second. Let me just... Yeah. So it should be around the month of November, which it's already November, but, um, I don't have those exact dates yet. But it should be between November up until January. But your staffing agency- Okay. ... does inform you, um, whenever they're in their company open enrollment period. So they do let you know as a company. Okay. Mm-hmm. And then that would be your chance to enroll, if

you do wish in the future to, like, get any healthcare benefits. But you would have to be within the company's open enrollment window. Oh, okay. So that would be 2025 of No- November. Let me make sure. So it looks like... Give me one second. Let me just confirm real quick the dates, to see if they're available. Mm-hmm. Give me my rate chart. Hmm. Okay. Thanks for your help, Mr. Gills. So unfortunately, I don't have that information yet of when their company open enrollment is. Um, it was last year around the month of November up until January. Um, I do know for a fact that they do notify their members whenever they're in company open enrollment period, just so that they're aware that they're able to enroll into healthcare benefits. But at the time, I don't have those dates yet. Um, normally it's around the second month, so there's a possibility that it will be in November. Okay. Um, but the exact dates I'm not so sure of yet. Okay. But I just went ahead and declined your coverage, okay? So, um, you have been declined from auto enrolling into that benefit. Okay. So then - So I don't know if you have questions. ... I don't have to worry... Y- you know what, and, and I don't have to worry about any other, um, any other thing trying to enroll me out of or into? No. The only plan that they enroll their members into is that MUC Tele-RS, which I already declined your coverage for. So they won't be making deductions out of your paycheck. Yeah, I don't need that. Yes, sir. So yeah, you've been, um- That's all. Thank you. Yes, sir. Um, so I went ahead and did your declination, but if you do wanna like enroll in the future, it would have to be within the company's open enrollment period. And I'm sorry we don't have the dates right now, but the company does inform their members. So that would be your chance- Okay. ... if you were interested in the future. Mm-hmm. All right. Thank you. You're welcome. Have a nice day. You too. You have a nice one.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: How you doing, Stephanie? I, um, I received a, a text from Mega, Megaforce.

Speaker speaker_1: Okay. What does the text say?

Speaker speaker_2: It says, "If you haven't declined coverage, you'll be auto enrolled in the MEC, in the M-E-C TeleRX plan 30 days from your first check."

Speaker speaker_1: Okay.

Speaker speaker_2: "Call BIC."

Speaker speaker_1: Um, so that text is technically letting you know that right now you're in your personal open enrollment period, which technically means you have 30 days from the day that you received your first check to select healthcare benefits. They do auto enroll you into a preventative plan that covers the one physical visit, some vaccines, some cancer screenings, some STD screenings, and it's that plan that you just mentioned, that's called the

MEC TeleRX. Um, so they do auto enroll you in that plan. If you are interested in selecting benefits, um, you could keep that one and select additional ones. But if you're not interested, this would be the time for me to opt you out, um, because if I don't do that, they will auto enroll you into that plan and then start doing weekly deductions for it. Is that something that you want me to do, or are you interested-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... in enrolling?

Speaker speaker_2: Yeah. No, I'm not interested. I wanna opt out.

Speaker speaker_1: Gotcha. Um, so for that I do need the last four of your Social. And you said you're with Megaforce, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, I just need those last four.

Speaker speaker_2: All right. Let me know when you're ready.

Speaker speaker_1: I'm ready. Just the last four.

Speaker speaker_2: 6851.

Speaker speaker_1: And for security purposes, I will need you to verify your address and your date of birth.

Speaker speaker_2: Um, my birthday is 1/28/80.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And my address is... My address is 6475 Applewhite Road, Fayetteville, North Carolina, 28304.

Speaker speaker_1: Okay, thank you. And is your phone number still the 910-303-658-

Speaker speaker_2: 1658. Yes, ma'am.

Speaker speaker_1: Mm-hmm. And then I have your email address as lbuma1on1@gmail.com. Is that still up to date?

Speaker speaker_2: Uh, b-u-r-m-a.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Yeah, no problem.

Speaker speaker_1: And due to the fact that the call... And due to the fact that the call's being recorded, you stated that you wanted to opt out from receiving any healthcare benefits with Megaforce Staffing. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I went ahead and declined you from receiving any coverage, so they won't auto enroll you into any plan. I don't know if you have any more questions for me.

Speaker speaker_2: Um, I would have to w- If I wanted to enroll, uh, enroll, um, at a later date, I would have to wait a year?

Speaker speaker_1: Yes, sir. Correct. You would have to wait, um, for the company to be within their company open enrollment period. Which I can provide you the, the month, if you wish.

Speaker speaker_2: Um, yes.

Speaker speaker_1: Okay. Let me check real quick. Okay. So it looks like for Megaforce Staffing, um, their company open enrollment period is in the month of November up until January. So it should be... Give me one second. Let me just... Yeah. So it should be around the month of November, which it's already November, but, um, I don't have those exact dates yet. But it should be between November up until January. But your staffing agency-

Speaker speaker_2: Okay.

Speaker speaker_1: ... does inform you, um, whenever they're in their company open enrollment period. So they do let you know as a company.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm. And then that would be your chance to enroll, if you do wish in the future to, like, get any healthcare benefits. But you would have to be within the company's open enrollment window.

Speaker speaker_2: Oh, okay. So that would be 2025 of No- November.

Speaker speaker_1: Let me make sure. So it looks like... Give me one second. Let me just confirm real quick the dates, to see if they're available.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Give me my rate chart.

Speaker speaker_2: Hmm.

Speaker speaker_1: Okay. Thanks for your help, Mr. Gills. So unfortunately, I don't have that information yet of when their company open enrollment is. Um, it was last year around the month of November up until January. Um, I do know for a fact that they do notify their members whenever they're in company open enrollment period, just so that they're aware that they're able to enroll into healthcare benefits. But at the time, I don't have those dates yet. Um, normally it's around the second month, so there's a possibility that it will be in November.

Speaker speaker_3: Okay.

Speaker speaker_1: Um, but the exact dates I'm not so sure of yet.

Speaker speaker_3: Okay.

Speaker speaker_1: But I just went ahead and declined your coverage, okay? So, um, you have been declined from auto enrolling into that benefit.

Speaker speaker_3: Okay. So then -

Speaker speaker_1: So I don't know if you have questions.

Speaker speaker_3: ... I don't have to worry... Y- you know what, and, and I don't have to worry about any other, um, any other thing trying to enroll me out of or into?

Speaker speaker_1: No. The only plan that they enroll their members into is that MUC Tele-RS, which I already declined your coverage for. So they won't be making deductions out of your paycheck.

Speaker speaker_3: Yeah, I don't need that.

Speaker speaker_1: Yes, sir. So yeah, you've been, um-

Speaker speaker_3: That's all. Thank you.

Speaker speaker_1: Yes, sir. Um, so I went ahead and did your declination, but if you do wanna like enroll in the future, it would have to be within the company's open enrollment period. And I'm sorry we don't have the dates right now, but the company does inform their members. So that would be your chance-

Speaker speaker_3: Okay.

Speaker speaker_1: ... if you were interested in the future. Mm-hmm.

Speaker speaker_3: All right. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_3: You too. You have a nice one.