

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 Card. My name is Stephanie. How can I assist you? Hey, Stephanie. How you doing this pretty day? Good, thank you. How about you? I got a question. I never signed up with a Benefits in a Card. So how do I get to enroll with y'all? Okay. You wanna enroll? No, I wanna find out how I got enrolled. Oh. I never signed up with y'all. Okay. Okay, yeah. I can check. Um, what's the name of the staffing agency that you work for? Surge. Okay. And, and then what are the last four of your social? 5910. 5910 or 90? 59110. Okay, and then- what's your first and last name? Jeff Miller. Okay, for security purposes, I do need you to verify your address and your date of birth. 236 Tenereau 84, Bremen, Alabama, 35033. Date of birth, 07/09/81. Is your phone number 636-9683? Yes. And then I have pitboss817@gmail.com. Is that up to date? Yes. Okay. And it looks like... Okay, so Surge auto-enrolls their new employees into a preventative plan. Some staffing agencies don't do the auto enrollment, but some do and Surge Staffing is one of the ones that does that auto enrollment for their new members. So they auto enroll their members into a plan called the NAC Telara. Which covers like one physical visit a year, some vaccines, some STD and cancer screenings. And they give you 30 days from the day that you receive your very first check to either be auto-enrolled into it or to opt out of it. If you don't call before your 30 days are over, you do get enrolled into it automatically. Um, so it looks like that's what happened. Um, if you don't want it, I can go ahead and cancel it, but I do have to let you know that it takes seven to ten business days for any changes or cancellations to process. So you still may experience one or two deductions, um, but it shouldn't pass two deductions. You canceled it for me? I didn't know anything about it. Yeah, so some staffing agencies auto-enroll their members into the preventative plan and Surge Staffing is one of them. So if you don't call to opt out of it before your 30 days, they do auto-enroll you into that plan. The bad thing is, I didn't know anything about it. I- Unfortunately, we're just the healthcare administrators. We don't work in Surge. So did you want to keep it or did you want to cancel it? Cancel it. Okay. And just keep in mind, it does take seven to ten days for cancellations to process. So there may be a, a chance that you may experience one or two deductions still, but it shouldn't pass two. But I went ahead and canceled that coverage. Did you have any more questions? Nuh-uh. Okay. Well, thank you for your time. I hope you have a great day today. Uh, I will try to. All righty. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Stephanie. How you doing this pretty day?

Speaker speaker_0: Good, thank you. How about you?

Speaker speaker_1: I got a question. I never signed up with a Benefits in a Card. So how do I get to enroll with y'all?

Speaker speaker_0: Okay. You wanna enroll?

Speaker speaker_1: No, I wanna find out how I got enrolled.

Speaker speaker_0: Oh.

Speaker speaker_1: I never signed up with y'all.

Speaker speaker_0: Okay. Okay, yeah. I can check. Um, what's the name of the staffing agency that you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: Okay. And, and then what are the last four of your social?

Speaker speaker_1: 5910.

Speaker speaker_0: 5910 or 90?

Speaker speaker_1: 59110.

Speaker speaker_0: Okay, and then-

Speaker speaker_1: .

Speaker speaker_0: ... what's your first and last name?

Speaker speaker_1: Jeff Miller.

Speaker speaker_0: Okay, for security purposes, I do need you to verify your address and your date of birth.

Speaker speaker_1: 236 Tenereau 84, Bremen, Alabama, 35033. Date of birth, 07/09/'81.

Speaker speaker_0: Is your phone number 636-9683?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have pitboss817@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And it looks like... Okay, so Surge auto-enrolls their new employees into a preventative plan. Some staffing agencies don't do the auto enrollment, but some do and Surge Staffing is one of the ones that does that auto enrollment for their new

members. So they auto enroll their members into a plan called the NAC Telara. Which covers like one physical visit a year, some vaccines, some STD and cancer screenings. And they give you 30 days from the day that you receive your very first check to either be auto-enrolled into it or to opt out of it. If you don't call before your 30 days are over, you do get enrolled into it automatically. Um, so it looks like that's what happened. Um, if you don't want it, I can go ahead and cancel it, but I do have to let you know that it takes seven to ten business days for any changes or cancellations to process. So you still may experience one or two deductions, um, but it shouldn't pass two deductions.

Speaker speaker_1: You canceled it for me? I didn't know anything about it.

Speaker speaker_0: Yeah, so some staffing agencies auto-enroll their members into the preventative plan and Surge Staffing is one of them. So if you don't call to opt out of it before your 30 days, they do auto-enroll you into that plan.

Speaker speaker_1: The bad thing is, I didn't know anything about it. I-

Speaker speaker_0: Unfortunately, we're just the healthcare administrators. We don't work in Surge. So did you want to keep it or did you want to cancel it?

Speaker speaker_1: Cancel it.

Speaker speaker_0: Okay. And just keep in mind, it does take seven to ten days for cancellations to process. So there may be a, a chance that you may experience one or two deductions still, but it shouldn't pass two. But I went ahead and canceled that coverage. Did you have any more questions?

Speaker speaker_1: Nuh-uh.

Speaker speaker_0: Okay. Well, thank you for your time. I hope you have a great day today.

Speaker speaker_1: Uh, I will try to. All righty. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Bye-bye.