

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? Yeah, I got a text message, um, congratulating m- me for being hired through Surge, but it was talking about some sort of a telecard or whatever and said to call you and let you know that I wanted to opt out of it and not be charged. Okay, so you don't want any benefits? Well, what are, what are... It, it's so vague in its description. What are the benefits? Okay, so they offer different benefits like dental, vision, term life, critical illness, um, some medical plans. Okay. We are the healthcare administrators for different agencies, so to give you what they offer, I would have to get in your file, um, because it's different prices for different agencies. But they do auto-enroll you into a preventative plan. I believe it's like \$15. I would have to get in your file to verify. Um, but technically what that plan is, it's called the MEC TeleRS. It's a preventative plan that would cover, like one physical visit, um, some vaccines like the tetanus shot, some cancer screenings, some STD screenings. Yeah. But it's only a preventative plan, so if you were to get like- Mm-hmm. ... say, to go to the doctor, it wouldn't cover you. Um, but like I said, they do offer- Just for, it's just for those check-ups, yearly check-ups? Correct. That's it? Mm-hmm, yeah. And then there is other plans that they offer as well, but I would have to get in the file to let you know which ones they are, because, um, like I said- Yeah, um. ... we're administrators of different agencies. Well, currently, I'm part-time through Surge. Okay. And I'm on a probational period to, uh, Utaka. And they didn't even want to let me buy a jacket for winter because I'm part-time. Oh, no. So I seriously doubt that I would qualify for the benefits right now. Um, but i- if you could, just go ahead and opt me out right now on that, um, and is- Okay. ... is it possible for me to contact you guys later on till I find out what my more permanent position's gonna be? So there're only two times that you're eligible to enroll, um, the first time they consider your personal open enrollment period, whi- which is technically the first 30 days, um, from the day that you receive your first check. Within that period, you're eligible to enroll. And then the second period would be when they're in their company open enrollment period, which for Surge, let me see when that is. Um- Okay. ... I wouldn't really be able to tell you, but let me, let me just verify. I believe for Surge it was in August, um, but let me- Okay. ... just make sure. Um, but it would be the- Yeah, we have a Surge representative that works at the plant and she's readily available to us whenever we need her. I'm sure that she could probably find that information for me. So for Surge, it's the month of August where they're in their company open enrollment period. So if it's- Okay. ... past your 30 days, you would have to wait until August to enroll. That's fine. But if you want, I can- Well, I already have... I already have health coverage and all that good stuff. Okay. Um, so I'm, I'm, I'm good to go right now. But like I said, with part-time, I don't qualify for benefits whatsoever. Okay. Uh, so if you would- So, yeah. ... I can go ahead and opt you out, uh, for that. Yeah. I just need the last four

of your Social. 2658. And could you please verify your address as well as your date of birth for security purposes? 1322 7th Street Southeast Cullman, Alabama, 35055. And it's 417... Oh, no, birthdate, 10/30/1978. Okay, thank you. And then I have 256-339-5472 as your phone number? That's it. And then email address, first name, last name, 05 at gmail.com. Is that still up to date? Yes. Okay. It is. And then you said that you wanted to go ahead and decline coverage. Is that correct? Yes. Okay, I went ahead and declined you from being auto-enrolled. Um, I don't know if you have any more questions for me, but I went ahead and processed that. I don't, yeah. Okay, I appreciate it. Yeah, I don't right now, but if I do, I'll, I'll make sure I reach out to, to... Okay. Well, thank you for calling. Yeah. I hope you have a great day. Um, yeah, you too. Thanks.

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 Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, I got a text message, um, congratulating m- me for being hired through Surge, but it was talking about some sort of a telecard or whatever and said to call you and let you know that I wanted to opt out of it and not be charged.

Speaker speaker_1: Okay, so you don't want any benefits?

Speaker speaker_2: Well, what are, what are... It, it's so vague in its description. What are the benefits?

Speaker speaker_1: Okay, so they offer different benefits like dental, vision, term life, critical illness, um, some medical plans.

Speaker speaker_2: Okay.

Speaker speaker_1: We are the healthcare administrators for different agencies, so to give you what they offer, I would have to get in your file, um, because it's different prices for different agencies. But they do auto-enroll you into a preventative plan. I believe it's like \$15. I would have to get in your file to verify. Um, but technically what that plan is, it's called the MEC TeleRS. It's a preventative plan that would cover, like one physical visit, um, some vaccines like the tetanus shot, some cancer screenings, some STD screenings.

Speaker speaker_2: Yeah.

Speaker speaker_1: But it's only a preventative plan, so if you were to get like-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... say, to go to the doctor, it wouldn't cover you. Um, but like I said, they do offer-

Speaker speaker_2: Just for, it's just for those check-ups, yearly check-ups?

Speaker speaker_1: Correct.

Speaker speaker_2: That's it?

Speaker speaker_1: Mm-hmm, yeah. And then there is other plans that they offer as well, but I would have to get in the file to let you know which ones they are, because, um, like I said-

Speaker speaker_2: Yeah, um.

Speaker speaker_1: ... we're administrators of different agencies.

Speaker speaker_2: Well, currently, I'm part-time through Surge.

Speaker speaker_1: Okay.

Speaker speaker_2: And I'm on a probational period to, uh, Utaka. And they didn't even want to let me buy a jacket for winter because I'm part-time.

Speaker speaker_1: Oh, no.

Speaker speaker_2: So I seriously doubt that I would qualify for the benefits right now. Um, but i- if you could, just go ahead and opt me out right now on that, um, and is-

Speaker speaker_1: Okay.

Speaker speaker_2: ... is it possible for me to contact you guys later on till I find out what my more permanent position's gonna be?

Speaker speaker_1: So there're only two times that you're eligible to enroll, um, the first time they consider your personal open enrollment period, whi- which is technically the first 30 days, um, from the day that you receive your first check. Within that period, you're eligible to enroll. And then the second period would be when they're in their company open enrollment period, which for Surge, let me see when that is. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I wouldn't really be able to tell you, but let me, let me just verify. I believe for Surge it was in August, um, but let me-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just make sure. Um, but it would be the-

Speaker speaker_2: Yeah, we have a Surge representative that works at the plant and she's readily available to us whenever we need her. I'm sure that she could probably find that information for me.

Speaker speaker_1: So for Surge, it's the month of August where they're in their company open enrollment period. So if it's-

Speaker speaker_2: Okay.

Speaker speaker_1: ... past your 30 days, you would have to wait until August to enroll.

Speaker speaker_2: That's fine.

Speaker speaker_1: But if you want, I can-

Speaker speaker_2: Well, I already have... I already have health coverage and all that good stuff.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, so I'm, I'm, I'm good to go right now. But like I said, with part-time, I don't qualify for benefits whatsoever.

Speaker speaker_1: Okay. Uh, so if you would-

Speaker speaker_2: So, yeah.

Speaker speaker_1: ... I can go ahead and opt you out, uh, for that.

Speaker speaker_2: Yeah.

Speaker speaker_1: I just need the last four of your Social.

Speaker speaker_2: 2658.

Speaker speaker_1: And could you please verify your address as well as your date of birth for security purposes?

Speaker speaker_2: 1322 7th Street Southeast Cullman, Alabama, 35055. And it's 417... Oh, no, birthdate, 10/30/1978.

Speaker speaker_1: Okay, thank you. And then I have 256-339-5472 as your phone number?

Speaker speaker_2: That's it.

Speaker speaker_1: And then email address, first name, last name, 05 at gmail.com. Is that still up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: It is.

Speaker speaker_1: And then you said that you wanted to go ahead and decline coverage. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, I went ahead and declined you from being auto-enrolled. Um, I don't know if you have any more questions for me, but I went ahead and processed that.

Speaker speaker_2: I don't, yeah. Okay, I appreciate it. Yeah, I don't right now, but if I do, I'll, I'll make sure I reach out to, to...

Speaker speaker_1: Okay. Well, thank you for calling.

Speaker speaker_2: Yeah.

Speaker speaker_1: I hope you have a great day.

Speaker speaker_2: Um, yeah, you too. Thanks.