

## **Transcript: Estefania**

**Acevedo-6111725214023680-5860785575739392**

### **Full Transcript**

Thank you for calling Aetna card. My name is Stephanie. How can I assist you? Um, I got a text saying, "Congrats, uh, on your job with Surge. You will be auto-enrolled with MEC TelRx-Rx within 30 days." Can I get an explanation of what's going on? Yeah. So we're the healthcare administrators for staffing agencies. One of those agencies is Surge Staffing, and some agencies do auto-enroll their new members into a plan called the MEC TeleRx. It's a plan that would cover like a physical, one physical, some vaccinations, some STD screenings, some cancer screening. Oh. Um, depending if you do wanna enroll, um, you have 30 days from the day that you receive your first check to do so. Okay. To select that one and additional ones. And if you don't wanna enroll, you could opt out of it before they auto-enroll you into that plan. Because if you don't wa- opt out, they will auto-enroll you into the plan, and that plan isn't free. So it does have its weekly deduction to it. I was gonna say, I already have insurance. That's why I was like, "Um..." Okay. Yeah, it's totally optional. So if you do wanna opt out, I would, um, I would go ahead and do it, just in case they do auto-enroll you into that plan. Okay. Um, I just need the last four of your s- of your social. Okay. And you said you're with Surge, right? Yes. Uh, it's 5286. Okay. And then your first and last name, please. Emily Adler. For security purposes, I do need you to verify your address and your date of birth. Uh, 404 Stanton Street, Middletown, Ohio, 45044. And then it's 11-30-04 for my birthday. Is it 513-327-1101? Yes. And then I have your first name, last name, the number 55 at gmail.com. Is that correct? Yes, ma'am. Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct? Yes, ma'am. Okay. All right. I went ahead and declined you from the auto-enrollment, so you won't be enrolled into any plan that you don't wanna be enrolled into. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Aetna card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Um, I got a text saying, "Congrats, uh, on your job with Surge. You will be auto-enrolled with MEC TelRx- Rx within 30 days." Can I get an explanation of what's going on?

Speaker speaker\_0: Yeah. So we're the healthcare administrators for staffing agencies. One of those agencies is Surge Staffing, and some agencies do auto-enroll their new members into a plan called the MEC TeleRx. It's a plan that would cover like a physical, one physical,

some vaccinations, some STD screenings, some cancer screening.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Um, depending if you do wanna enroll, um, you have 30 days from the day that you receive your first check to do so.

Speaker speaker\_1: Okay.

Speaker speaker\_0: To select that one and additional ones. And if you don't wanna enroll, you could opt out of it before they auto-enroll you into that plan. Because if you don't wa- opt out, they will auto-enroll you into the plan, and that plan isn't free. So it does have its weekly deduction to it.

Speaker speaker\_1: I was gonna say, I already have insurance. That's why I was like, "Um..."

Speaker speaker\_0: Okay. Yeah, it's totally optional. So if you do wanna opt out, I would, um, I would go ahead and do it, just in case they do auto-enroll you into that plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, I just need the last four of your s- of your social.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And you said you're with Surge, right?

Speaker speaker\_1: Yes. Uh, it's 5286.

Speaker speaker\_0: Okay. And then your first and last name, please.

Speaker speaker\_1: Emily Adler.

Speaker speaker\_0: For security purposes, I do need you to verify your address and your date of birth.

Speaker speaker\_1: Uh, 404 Stanton Street, Middletown, Ohio, 45044. And then it's 11-30-04 for my birthday.

Speaker speaker\_0: Is it 513-327-1101?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then I have your first name, last name, the number 55 at gmail.com. Is that correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then due to the fact that the call's being recorded, you stated that you wanted to opt out from the auto-enrollment. Is that correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All right. I went ahead and declined you from the auto-enrollment, so you won't be enrolled into any plan that you don't wanna be enrolled into.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too. Bye-bye.