

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for contacting Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, this is Stephanie. I just got a text on my phone. What is this about? So we're the healthcare administrators for staff and agencies. If we administrate your agency that you're currently working with, most likely you're within your personal open enrollment period, meaning you just started working with them, and you have 30 days from the day that you receive your first paycheck to enroll in, into any healthcare benefits that they offer. Depending on how many plans you select, as well as if you select dependents with these plans, have a lot to do with how much the weekly deductions are for these plans from your paycheck. Some agencies do auto-enroll their members into plans. What's the name of the agency that you're with? Uh, uh, uh, Surge? Okay. So Surge is one of the ones that auto-enroll their members into a preventative plan called the MEC TeleRF. So if you wanna opt out from that before they auto-enroll you into that plan, I can do that. Or if you wanna add additional plans, you can do that as well right now. Mm, okay. Uh, the, the other question I have, is it... Is it gonna cost me anything? Yes. For the plan. So these pla- all the plans that they offer have their deductions to them. Okay. So that's why depending on how many you select, which ones they are, uh, has a lot to do- Okay. ... with how much the weekly deductions are for these plans from your paycheck, and it is weekly deductions. Oh, okay. Okay. Um, uh, 'cause, 'cause the reason why I'm calling, too, uh, if, if I'm not mistaken, like three weeks ago, I was new to this company, and I worked Monday and Tuesday. Then, uh, then, then, the people at the company said it's, it's, uh, slow. And, and I haven't even been catching out. Mm. So did you want me- But I- ... to opt you out for now? Because Surge does- Yeah. ... auto-enroll their members into a preventative plan, and if you don't opt out, they will auto-enroll you into it and start making those weekly deductions for that plan. So if you want, for now, I could opt you out from the auto-enrollment. Okay. They do give you 30 days from the day that you receive your first check to en- Okay. ... roll into benefits. Okay. But if you're not- Okay. ... so sure if you wanna be enrolled into it, I can opt you out from the auto-enrollment. Would you like me to do that? All right, ma'am. Yes. Okay. Um, what are the last four of your social? 6767. And for security purposes, could you verify your full address as well as your date of birth for me? Yes. 8821 Craig Drive, Dallas, Texas 75217. Uh, 12/5/1967. Thank you. Is your phone number the 214-668-4857? Yes. Yes, it is that one. Can I have Joseph, your last name, junior318@gmail.com? Is that up to date? Yes. Okay, and then due to the fact that the call's being recorded, you stated that you wanted to be opt out for now from the auto-enrollment. Is that correct? Yes, ma'am. Okay. I went ahead and proceeded with that, so you've been opted out. Did you have any more questions for me? No, ma'am. That's about it. I'm just trying to get back on my feet and trying to go back for some type of work. You know? Okay. Yes, ma'am.

Well, I hope you have a great day and happy New Year. Yes, ma'am. Thank you, too. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for con- contacting Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, this is Stephanie. I just got a text on my phone. What is this about?

Speaker speaker_1: So we're the healthcare administrators for staff and agencies. If we administrate your agency that you're currently working with, most likely you're within your personal open enrollment period, meaning you just started working with them, and you have 30 days from the day that you receive your first paycheck to enroll in, into any healthcare benefits that they offer. Depending on how many plans you select, as well as if you select dependents with these plans, have a lot to do with how much the weekly deductions are for these plans from your paycheck. Some agencies do auto-enroll their members into plans. What's the name of the agency that you're with?

Speaker speaker_2: Uh, uh, uh, Surge?

Speaker speaker_1: Okay. So Surge is one of the ones that auto-enroll their members into a preventative plan called the MEC TeleRF. So if you wanna opt out from that before they auto-enroll you into that plan, I can do that. Or if you wanna add additional plans, you can do that as well right now.

Speaker speaker_2: Mm, okay. Uh, the, the other question I have, is it... Is it gonna cost me anything?

Speaker speaker_1: Yes.

Speaker speaker_2: For the plan.

Speaker speaker_1: So these pla- all the plans that they offer have their deductions to them.

Speaker speaker_2: Okay.

Speaker speaker_1: So that's why depending on how many you select, which ones they are, uh, has a lot to do-

Speaker speaker_2: Okay.

Speaker speaker_1: ... with how much the weekly deductions are for these plans from your paycheck, and it is weekly deductions.

Speaker speaker_2: Oh, okay. Okay. Um, uh, 'cause, 'cause the reason why I'm calling, too, uh, if, if I'm not mistaken, like three weeks ago, I was new to this company, and I worked Monday and Tuesday. Then, uh, then, then, the people at the company said it's, it's, uh, slow.

And, and I haven't even been catching out.

Speaker speaker_1: Mm. So did you want me-

Speaker speaker_2: But I-

Speaker speaker_1: ... to opt you out for now? Because Surge does-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... auto-enroll their members into a preventative plan, and if you don't opt out, they will auto-enroll you into it and start making those weekly deductions for that plan. So if you want, for now, I could opt you out from the auto-enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: They do give you 30 days from the day that you receive your first check to en-

Speaker speaker_2: Okay.

Speaker speaker_1: ... roll into benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: But if you're not-

Speaker speaker_2: Okay.

Speaker speaker_1: ... so sure if you wanna be enrolled into it, I can opt you out from the auto-enrollment. Would you like me to do that?

Speaker speaker_2: All right, ma'am. Yes.

Speaker speaker_1: Okay. Um, what are the last four of your social?

Speaker speaker_2: 6767.

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

Speaker speaker_2: Yes. 8821 Craig Drive, Dallas, Texas 75217. Uh, 12/5/1967.

Speaker speaker_1: Thank you. Is your phone number the 214-668-4857?

Speaker speaker_2: Yes. Yes, it is that one.

Speaker speaker_1: Can I have Joseph, your last name, junior318@gmail.com? Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and then due to the fact that the call's being recorded, you stated that you wanted to be opt out for now from the auto-enrollment. Is that correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. I went ahead and proceeded with that, so you've been opted out. Did you have any more questions for me?

Speaker speaker_2: No, ma'am. That's about it. I'm just trying to get back on my feet and trying to go back for some type of work. You know?

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Well, I hope you have a great day and happy New Year.

Speaker speaker_2: Yes, ma'am. Thank you, too. Bye.

Speaker speaker_1: Thank you. Bye.