

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Yes, I got a text from, I guess, from MegaSure or subsidiary of Megaforce stating that if I didn't decline benefits, it would be automatically taken out of my check in the next 30 days. That was the text that was generated from your office, ma'am? Uh, what staffing agency do you work for? So we do administrate the healthcare benefits. Mega, Mega, Megafor- Mega, Megaforce. And I wasn't given an option to decline. I wasn't given an option to decline. So with auto enrollment, you don't get a option. That's how auto enrollment works. So if you don't call to opt out- Okay, but... Okay, so let me explain. Okay, but my question is- So we're the healthcare- Okay. ... we're the healthcare administrators for different agencies around the nation. Some of those staffing agencies do automatically enroll their new hires into, uh, the NEC TeleRS, which is only a preventative plan, the most basic one, and the cheapest one too. Uh, so they automatically enroll you into that if you don't call to opt out within the first 30 days. So I can check to see- Well, ma'am- ... if you're still within the 30 days, 'cause we don't know if you've been enrolled or not. No, ma'am. 'Cause sometimes those type of things- I, I- ... we have to give you a heads up. So I can check in your file, 'cause either way, I have to get in your file. I do, I do know that I, I haven't been enrolled, 'cause I haven't been here 30 days. Okay, so I can opt you out. But first of all... Ma'am, and second of all, they never even mentioned that this is a process. So if I didn't g- if I didn't make this call, automatically healthcare benefits have been taken out when I already had healthcare benefits elsewhere? Yeah, I'm not so sure how they communicate with their, um, employees. They, they, well, apparently, uh, uh, apparently- It, it is the staffing agency's responsibility- So to make a long story, to make a long story short, could you, to make a long story short, could you opt me out of this? Yes. I do need to get in your file, like I said. Uh, I just need the last four of your Social. 7934- First and last name, please. Dell Coleman. Can you please verify your address and date of birth for me? 2015 Craven Street, Ramsor, North Carolina 102664. Okay. And then, um, 336-287-5808 is your phone number? Excuse me? I have 336-287-5808 as your phone number? Yes. And then due to the call being recorded, you stated that you wanted to opt out from the auto enrollment? Yes. Okay. Okay, so you actually have been opted out already. Um, those, if you received that text message, y- all of their new hires get that as reminders. But since you filled out a enrollment form on March 27th saying that you chose not to participate, your coverage was declined already. Um, so it's been declined. All right, thank you. Hmm? Thank you. All right, thank you. Enjoy your day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, I got a text from, I guess, from MegaSure or subsidiary of Megaforce stating that if I didn't decline benefits, it would be automatically taken out of my check in the next 30 days. That was the text that was generated from your office, ma'am?

Speaker speaker_0: Uh, what staffing agency do you work for? So we do administrate the healthcare benefits.

Speaker speaker_1: Mega, Mega, Megafor- Mega, Megaforce. And I wasn't given an option to decline. I wasn't given an option to decline.

Speaker speaker_0: So with auto enrollment, you don't get a option. That's how auto enrollment works. So if you don't call to opt out-

Speaker speaker_1: Okay, but...

Speaker speaker_0: Okay, so let me explain.

Speaker speaker_1: Okay, but my question is-

Speaker speaker_0: So we're the healthcare-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we're the healthcare administrators for different agencies around the nation. Some of those staffing agencies do automatically enroll their new hires into, uh, the NEC TeleRS, which is only a preventative plan, the most basic one, and the cheapest one too. Uh, so they automatically enroll you into that if you don't call to opt out within the first 30 days. So I can check to see-

Speaker speaker_1: Well, ma'am-

Speaker speaker_0: ... if you're still within the 30 days, 'cause we don't know if you've been enrolled or not.

Speaker speaker_1: No, ma'am.

Speaker speaker_0: 'Cause sometimes those type of things-

Speaker speaker_1: I, I-

Speaker speaker_0: ... we have to give you a heads up. So I can check in your file, 'cause either way, I have to get in your file.

Speaker speaker_1: I do, I do know that I, I haven't been enrolled, 'cause I haven't been here 30 days.

Speaker speaker_0: Okay, so I can opt you out.

Speaker speaker_1: But first of all... Ma'am, and second of all, they never even mentioned that this is a process. So if I didn't g- if I didn't make this call, automatically healthcare benefits

have been taken out when I already had healthcare benefits elsewhere?

Speaker speaker_0: Yeah, I'm not so sure how they communicate with their, um, employees.

Speaker speaker_1: They, they, well, apparently, uh, uh, apparently-

Speaker speaker_0: It, it is the staffing agency's responsibility-

Speaker speaker_1: So to make a long story, to make a long story short, could you, to make a long story short, could you opt me out of this?

Speaker speaker_0: Yes. I do need to get in your file, like I said. Uh, I just need the last four of your Social.

Speaker speaker_1: 7934-

Speaker speaker_0: First and last name, please.

Speaker speaker_1: Dell Coleman.

Speaker speaker_0: Can you please verify your address and date of birth for me?

Speaker speaker_1: 2015 Craven Street, Ramsor, North Carolina 102664.

Speaker speaker_0: Okay. And then, um, 336-287-5808 is your phone number?

Speaker speaker_1: Excuse me?

Speaker speaker_0: I have 336-287-5808 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then due to the call being recorded, you stated that you wanted to opt out from the auto enrollment?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay, so you actually have been opted out already. Um, those, if you received that text message, y- all of their new hires get that as reminders. But since you filled out a enrollment form on March 27th saying that you chose not to participate, your coverage was declined already. Um, so it's been declined.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Hmm? Thank you.

Speaker speaker_1: All right, thank you. Enjoy your day.