Transcript: Estefania Acevedo-6528221790126080-5706358054764544

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? Stephanie, wait, wait just a second. Okay. Okay. Yes, ma'am. How can I help you? Yes, I called... I called because of a message that came up on my daughter's cell phone, and she ca- asked me to find out if there was an expense for, uh, your services, the Cards in- uh, Benefits in a Card. So it's for your daughter? Yes. Um, so I could give you her number. Could you hear me? I c- I can give you her number. Yes, yeah, that's the- Mm-hmm. I... Uh, yes, ma'am, that's what I'm looking for. I mean, you would know whether there was... whether there was a charge for it. You would know, uh, what kind of things I could do with it, you know. Um, it wouldn't be- So- She works at Fresh Express, and she went to work there through a temp agency called Surge. Mm-hmm. Okay. And they sent her that message about the services, and they said that she would be enrolled in it if she didn't reply "stop." Okay. Yeah, so we're the healthcare administrators for different staffing agencies. Surge Staffing is one of them, and they do auto enroll their members into a preventative plan called the MEC-Tele-RS. That plan covers like one physical visit a year, some vaccinations, some STD and cancer screenings, as well as some counselings. But it's only a preventative plan, meaning it's not going to cover doctor visits if she goes to the doctor sick, hospital visits if she was to go because she's injured, urgent care, emergency room or surgeries. And if she's a new hire, um, that means that she would be auto enrolled. If she doesn't want to be auto enrolled into that preventative plan, they give her 30 days from the day that she receives her purchase check to either enroll into additional plans, including that one, or opt out before they auto enroll her into that preventative plan. Does it- Depending, depending on which plan she selects, how many, if she adds dependents, has a lot to do with how much the weekly deductions are for those plans from her paycheck. And they're not free. Um, there is deductions to them that will be taken from her pay check- Okay, I'll let, I'll let her know that. Okay. Yes, ma'am. Good. And if you could please let her know that if she does not want to be auto enrolled, it is important for her to call this number before those 30 days are up because if she doesn't do that, then they will auto enroll her into that preventative plan and do weekly deductions for it, and they don't do re- um, refunds. So if she doesn't want it, she does have to call. Okay? All right. Thank you very much. You're welcome. All right. Goodbye. Bye.

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: Stephanie, wait, wait just a second.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am. How can I help you?

Speaker speaker_2: Yes, I called... I called because of a message that came up on my daughter's cell phone, and she ca- asked me to find out if there was an expense for, uh, your services, the Cards in- uh, Benefits in a Card.

Speaker speaker_1: So it's for your daughter?

Speaker speaker_2: Yes.

Speaker speaker_1: Um, so I could give you her number.

Speaker speaker_2: Could you hear me?

Speaker speaker_1: I c- I can give you her number.

Speaker speaker_2: Yes, yeah, that's the-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I... Uh, yes, ma'am, that's what I'm looking for. I mean, you would know whether there was... whether there was a charge for it. You would know, uh, what kind of things I could do with it, you know. Um, it wouldn't be-

Speaker speaker_1: So-

Speaker speaker_2: She works at Fresh Express, and she went to work there through a temp agency called Surge.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_2: And they sent her that message about the services, and they said that she would be enrolled in it if she didn't reply "stop."

Speaker speaker_1: Okay. Yeah, so we're the healthcare administrators for different staffing agencies. Surge Staffing is one of them, and they do auto enroll their members into a preventative plan called the MEC-Tele-RS. That plan covers like one physical visit a year, some vaccinations, some STD and cancer screenings, as well as some counselings. But it's only a preventative plan, meaning it's not going to cover doctor visits if she goes to the doctor sick, hospital visits if she was to go because she's injured, urgent care, emergency room or surgeries. And if she's a new hire, um, that means that she would be auto enrolled. If she doesn't want to be auto enrolled into that preventative plan, they give her 30 days from the day that she receives her purchase check to either enroll into additional plans, including that one, or opt out before they auto enroll her into that preventative plan.

Speaker speaker_2: Does it-

Speaker speaker_1: Depending, depending on which plan she selects, how many, if she adds dependents, has a lot to do with how much the weekly deductions are for those plans from her paycheck. And they're not free. Um, there is deductions to them that will be taken from her pay check-

Speaker speaker_2: Okay, I'll let, I'll let her know that.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_2: Good.

Speaker speaker_1: And if you could please let her know that if she does not want to be auto enrolled, it is important for her to call this number before those 30 days are up because if she doesn't do that, then they will auto enroll her into that preventative plan and do weekly deductions for it, and they don't do re- um, refunds. So if she doesn't want it, she does have to call. Okay?

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: You're welcome.

Speaker speaker_2: All right. Goodbye.

Speaker speaker_1: Bye.