

Transcript: Estefania

Acevedo-6720469201534976-5092294746914816

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? Uh, I received a text message from Surge. Okay. Um, what does it say? It said, "Congrats on your job with Surge. We will auto-enroll you in MEC Tele-RX," something, and I don't understand. Okay. Um, have you- I don't understand. Um, so we're the healthcare administrators for staff at agencies. If you got that text, it's letting you know that you're eligible to enroll into healthcare benefits through Surge Staffing. You have 30 days from the day that you receive your first check to enroll, and they do auto-enroll you into a healthcare plan that's a preventative plan, which is called the MEC Tele-RX. So if you are interested at the moment, you can add additional plans. But if you're not, I can go ahead and opt you out. Um, because if I do that and you don't want to be auto-enrolled, they will do weekly deductions, um, for that plan. Is it... Do you... Would you like to enroll or do you want me to opt you out? No, I don't... I'm not... I'm, I'm not interested. You're not interested? Yes. I have another one. Okay. Um, do you want me to go ahead and decline you from auto-enrolling? Okay. Okay. Okay, okay. For that I need the last four of your Social, and then you said that you're with Surge Staffing, correct? Okay. So, um, I will try to walk into the office, and then I will know what exactly... Okay. Yeah, that's fine. That's fine.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Uh, I received a text message from Surge.

Speaker speaker_0: Okay. Um, what does it say?

Speaker speaker_1: It said, "Congrats on your job with Surge. We will auto-enroll you in MEC Tele-RX," something, and I don't understand.

Speaker speaker_0: Okay. Um, have you-

Speaker speaker_1: I don't understand.

Speaker speaker_0: Um, so we're the healthcare administrators for staff at agencies. If you got that text, it's letting you know that you're eligible to enroll into healthcare benefits through Surge Staffing. You have 30 days from the day that you receive your first check to enroll, and

they do auto-enroll you into a healthcare plan that's a preventative plan, which is called the MEC Tele-RX. So if you are interested at the moment, you can add additional plans. But if you're not, I can go ahead and opt you out. Um, because if I do that and you don't want to be auto-enrolled, they will do weekly deductions, um, for that plan. Is it... Do you... Would you like to enroll or do you want me to opt you out?

Speaker speaker_1: No, I don't... I'm not... I'm, I'm not interested.

Speaker speaker_0: You're not interested?

Speaker speaker_1: Yes. I have another one.

Speaker speaker_0: Okay. Um, do you want me to go ahead and decline you from auto-enrolling?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: For that I need the last four of your Social, and then you said that you're with Surge Staffing, correct?

Speaker speaker_1: Okay. So, um, I will try to walk into the office, and then I will know what exactly...

Speaker speaker_0: Okay. Yeah, that's fine. That's fine.