

Transcript: Francesca

Baez-5153122591883264-4537304225071104

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Reid on behalf of Search Staffing. Yeah. This is me. We're giving you a call regarding the text message you received, that one, sir, to which you replied, "Wait, what?" I was just calling to clarify. So the text message is basically informing you that your staffing company has a company policy of automatically enrolling their new hires into a medical preventative care plan, which will be what that M-E-C 2RX is that's on that text message. And it's informing you to give us a call, BIC Benefits in a Card, in the event that you would like to decline it and not be auto enrolled into it. Okay. So what's my benefit to it? So that plan that it will auto enroll you into will be a medical preventative care plan that will cost \$15.16 per paycheck. Basically what that's going to cover will be your preventative services like your annual physical, your immunizations that are preventative, as well as your preventative counseling for a healthy diet or avoiding the UV exposures of the sun. Since it is preventative only, it's not gonna cover what they consider hospital indemnity benefits, which will be your surgeries, the doctor visits, emergency room, or the ER. Hmm. Yeah. I can opt out of that. I don't need any of that. Understood. So I just need the verbal disclosure that today you would like to decline auto enrollment with Search Staffing, correct? I would like to decline auto enrollment with Search Staffing, yes. All right. I went ahead and processed that out for you. Their system is still going to send you roughly two to three more of those messages 'cause you're still in your open enrollment period. You can simply ignore it. It just doesn't have a way to filter who already declined. Thank you. Have a great day. You as well. Thank you. Bye-bye. Yeah.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Mr. Reid on behalf of Search Staffing.

Speaker speaker_2: Yeah. This is me.

Speaker speaker_1: We're giving you a call regarding the text message you received, that one, sir, to which you replied, "Wait, what?" I was just calling to clarify. So the text message is basically informing you that your staffing company has a company policy of automatically enrolling their new hires into a medical preventative care plan, which will be what that M-E-C 2RX is that's on that text message. And it's informing you to give us a call, BIC Benefits in a

Card, in the event that you would like to decline it and not be auto enrolled into it.

Speaker speaker_2: Okay. So what's my benefit to it?

Speaker speaker_1: So that plan that it will auto enroll you into will be a medical preventative care plan that will cost \$15.16 per paycheck. Basically what that's going to cover will be your preventative services like your annual physical, your immunizations that are preventative, as well as your preventative counseling for a healthy diet or avoiding the UV exposures of the sun. Since it is preventative only, it's not gonna cover what they consider hospital indemnity benefits, which will be your surgeries, the doctor visits, emergency room, or the ER.

Speaker speaker_2: Hmm. Yeah. I can opt out of that. I don't need any of that.

Speaker speaker_1: Understood. So I just need the verbal disclosure that today you would like to decline auto enrollment with Search Staffing, correct?

Speaker speaker_2: I would like to decline auto enrollment with Search Staffing, yes.

Speaker speaker_1: All right. I went ahead and processed that out for you. Their system is still going to send you roughly two to three more of those messages 'cause you're still in your open enrollment period. You can simply ignore it. It just doesn't have a way to filter who already declined.

Speaker speaker_2: Thank you.

Speaker speaker_1: Have a great day.

Speaker speaker_2: You as well.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Yeah.