

Transcript: Francesca

Baez-5306750922571776-5981057063501824

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hey, how you doing? My name Ricky, R-I-C-K-E-Y. Lever, L-E-V-E-R-A-C-T-E. I work for Surge. And that Medicaid, they're coming out of my check, I don't want it. Cancel it, take it off. Okay. So just for clarification, Medicaid can only be offered by the government. Were you calling to cancel their insurance by any chance? Yes, I am. I don't want it. Understood. Can I have the last four of your Social? 1375. And for security purposes, could you verify your mailing address for me and your date of birth, please? Okay. My date of birth is, um, 07/06/1964. Hello? You got it? Yes, sir. I'm waiting for that address if you can be so kind. Okay. Um, 3336 Fairway Oak Drive, Apartment K, Lawrenceville, Georgia 30044. I have best contact, 470-594-7753. Yes, ma'am. And then I have your email done as ricky- Yeah, ricky. Yeah. ... Lever without the T? Yeah. Okay. No, yeah. Um, it's, it's L-E-V-E-R, ricky, L-E-V-E-R gmail.com. All right, so we have the correct one. Okay. So, sir, you have not had insurance with Surge since 2022. Now, if by any chance you were calling because of that text message they sent saying that you're going to be auto-enrolled, it won't apply to you because you're a rehire. You worked with them back in 2022. Right. So you no longer will be auto-enrolled. So even though their system still sends it 'cause it doesn't have a way to filter the contact list- Yeah. ... you will not be affected by it. You can only have coverage with Surge unless you called in and request it at this time. Yeah, but they've been taking it out of my check. I don't want it. I don't want them to take money out of my check. I don't want it. How is the deduction labeled, sir? You might be mistaking it with the- No, no. ... tax that everyone pays for Medicaid. No. All right, but they, they've been taking money out for the Medicaid I don't want. I understand, sir. But once again, Benefits in a Car has not received any payment whatsoever from Surge for benefits from you since 2022. I'm asking how that specific deduction that's being taken out of your paycheck is labeled as, 'cause you might be mistaking the deduction with the federal tax of Medicaid that everyone pays. Oh, okay. All right. All right, thank you. I'm af- No problem.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, how you doing? My name Ricky, R-I-C-K-E-Y. Lever, L-E-V-E-R-A-C-T-E. I work for Surge. And that Medicaid, they're coming out of my check, I don't want it. Cancel it, take it off.

Speaker speaker_0: Okay. So just for clarification, Medicaid can only be offered by the government. Were you calling to cancel their insurance by any chance?

Speaker speaker_1: Yes, I am. I don't want it.

Speaker speaker_0: Understood. Can I have the last four of your Social?

Speaker speaker_1: 1375.

Speaker speaker_0: And for security purposes, could you verify your mailing address for me and your date of birth, please?

Speaker speaker_1: Okay. My date of birth is, um, 07/06/1964. Hello? You got it?

Speaker speaker_0: Yes, sir. I'm waiting for that address if you can be so kind.

Speaker speaker_1: Okay. Um, 3336 Fairway Oak Drive, Apartment K, Lawrenceville, Georgia 30044.

Speaker speaker_0: I have best contact, 470-594-7753.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your email done as ricky-

Speaker speaker_1: Yeah, ricky. Yeah.

Speaker speaker_0: ... Lever without the T?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: No, yeah. Um, it's, it's L-E-V-E-R, ricky, L-E-V-E-R gmail.com.

Speaker speaker_0: All right, so we have the correct one.

Speaker speaker_1: Okay.

Speaker speaker_0: So, sir, you have not had insurance with Surge since 2022. Now, if by any chance you were calling because of that text message they sent saying that you're going to be auto-enrolled, it won't apply to you because you're a rehire. You worked with them back in 2022.

Speaker speaker_1: Right.

Speaker speaker_0: So you no longer will be auto-enrolled. So even though their system still sends it 'cause it doesn't have a way to filter the contact list-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you will not be affected by it. You can only have coverage with Surge unless you called in and request it at this time.

Speaker speaker_1: Yeah, but they've been taking it out of my check. I don't want it. I don't want them to take money out of my check. I don't want it.

Speaker speaker_0: How is the deduction labeled, sir? You might be mistaking it with the-

Speaker speaker_1: No, no.

Speaker speaker_0: ... tax that everyone pays for Medicaid.

Speaker speaker_1: No. All right, but they, they've been taking money out for the Medicaid I don't want.

Speaker speaker_0: I understand, sir. But once again, Benefits in a Car has not received any payment whatsoever from Surge for benefits from you since 2022. I'm asking how that specific deduction that's being taken out of your paycheck is labeled as, 'cause you might be mistaking the deduction with the federal tax of Medicaid that everyone pays.

Speaker speaker_1: Oh, okay. All right. All right, thank you.

Speaker speaker_0: I'm af- No problem.