

## **Transcript: Francesca**

**Baez-5810402552659968-5718399286460416**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, um, I was wondering what kind of, uh, insurance bene- benefits do you guys, uh, provide? What size income pay do you work with? Um, I'm with Surge. And it was in regards to the dental plan, correct? Yes. So it is a PPO limited plan, it will be with the carrier American Public Life. They will be running through the Carrington network. Uh-huh. The plan will provide 100% services for the preventative, uh, 80% services for basic, basic restorers and radiographs, an annual maximum of \$750, and a \$50 deductible. Do you know if you're enrolling by yourself or with a dependent? Myself. It will be \$4.17 per paycheck. Well, um, right now, it's taking 15 something each check. I will have to go into your specific account 'cause I was just looking at their benefit guide to see what that deduction is for. What are the last four of your social and the last name? Um, 9357 and Rodriguez. For security purposes, can you please verify your mailing address and date of birth? Um, 72894 and 4708 Henry Avenue, Hammond, Indiana, 46327. We have that phone number to contact, 219-688-3156? Yes. And we have your email down as rodriguezluiset24@yahoo.com? Yes. So Ms. Rodriguez, you're not enrolled into the dental plan. We didn't receive any enrollment requests or any online enrollment attempt. The reason why you'll be seeing a deduction of \$15.16 is due to the fact that you were auto-enrolled for your company's staffing, company's policy, into a medical preventative care called MEC 10RX which is what that \$15.16 per paycheck is for. Okay, well, can I just... can I can... C- If I cancel it, can I reenroll later on? So as of right now, the only change you can make is a cancellation since you don't have an open enrollment period. Open enrollment period are either the first 30 days after your first paycheck which is your personal time- Okay. ... or that one time once a year where your company allows all other members who enroll or a qualified life event. So your company was already ended this year, so you are able to cancel it but you won't be able to enroll back into it 'til August of 2025. Okay, yeah, um, can you just cancel it for me please? Sure thing, and then just due to the line being recorded, you say you would like to cancel your current coverage with Surge Staffing, correct? Correct. All right, so I've put in the request for them to cancel it. Keep in mind, cancellations do take seven to 10 business days to process through. There is a possibility you may experience one to two deductions while you're being processed for your cancellation as being completed. Okay. Was there anything else that we can assist you with today aside from that cancellation? No, that was all. Was there anything else we can assist you with today? No, that was all. Hope you have a wonderful rest of your day, thank you for your time. You too. Thank you. Bye-bye. 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 Car. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, um, I was wondering what kind of, uh, insurance bene- benefits do you guys, uh, provide?

Speaker speaker\_1: What size income pay do you work with?

Speaker speaker\_2: Um, I'm with Surge.

Speaker speaker\_1: And it was in regards to the dental plan, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So it is a PPO limited plan, it will be with the carrier American Public Life. They will be running through the Carrington network.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: The plan will provide 100% services for the preventative, uh, 80% services for basic, basic restorers and radiographs, an annual maximum of \$750, and a \$50 deductible. Do you know if you're enrolling by yourself or with a dependent?

Speaker speaker\_2: Myself.

Speaker speaker\_1: It will be \$4.17 per paycheck.

Speaker speaker\_2: Well, um, right now, it's taking 15 something each check.

Speaker speaker\_1: I will have to go into your specific account 'cause I was just looking at their benefit guide to see what that deduction is for. What are the last four of your social and the last name?

Speaker speaker\_2: Um, 9357 and Rodriguez.

Speaker speaker\_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker\_2: Um, 72894 and 4708 Henry Avenue, Hammond, Indiana, 46327.

Speaker speaker\_1: We have that phone number to contact, 219-688-3156?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And we have your email down as rodriguezluiset24@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So Ms. Rodriguez, you're not enrolled into the dental plan. We didn't receive any enrollment requests or any online enrollment attempt. The reason why you'll be seeing a deduction of \$15.16 is due to the fact that you were auto-enrolled for your company's staffing, company's policy, into a medical preventative care called MEC 10RX which is what

that \$15.16 per paycheck is for.

Speaker speaker\_2: Okay, well, can I just... can I can... C- If I cancel it, can I reenroll later on?

Speaker speaker\_1: So as of right now, the only change you can make is a cancellation since you don't have an open enrollment period. Open enrollment period are either the first 30 days after your first paycheck which is your personal time-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... or that one time once a year where your company allows all other members who enroll or a qualified life event. So your company was already ended this year, so you are able to cancel it but you won't be able to enroll back into it 'til August of 2025.

Speaker speaker\_2: Okay, yeah, um, can you just cancel it for me please?

Speaker speaker\_1: Sure thing, and then just due to the line being recorded, you say you would like to cancel your current coverage with Surge Staffing, correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right, so I've put in the request for them to cancel it. Keep in mind, cancellations do take seven to 10 business days to process through. There is a possibility you may experience one to two deductions while you're being processed for your cancellation as being completed.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else that we can assist you with today aside from that cancellation?

Speaker speaker\_2: No, that was all.

Speaker speaker\_1: Was there anything else we can assist you with today?

Speaker speaker\_2: No, that was all.

Speaker speaker\_1: Hope you have a wonderful rest of your day, thank you for your time.

Speaker speaker\_2: You too. Thank you. Bye-bye.

Speaker speaker\_1: Bye.