

## **Transcript: Francesca**

**Baez-6087136444628992-4712788383186944**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? Um, yes, I was calling about being... I had got auto-enrolled in benefits, and I'm trying to see, like, what is the benefit information? Because I didn't sign up for anything, and I have money coming out my check. And the job said that, uh, it's nothing that they signed up for this, it automatically enrolls you, you have to call the council. So I just want to know what am I paying for? Understood. Let's take a look at your account. What staffing company do you work with? Um, I work for Trigger through Third Staffing, for Third Staffing. What are the last four of your social and the last name, please? 8293, and my last name is Haynes, H-A-Y-N-E-S. For security purposes, could you verify your mailing address and date of birth for me? Uh, my date of birth is 6/30/1992. My mailing address is 2615 Teakwood Lane, Tupelo, Mississippi 38801. We have the batch point of contact 662-322-9923? Yeah, that's correct. Can we have your email then as your last name, first name, 01@gmail.com? Yeah, that's correct. Okay. So I see here the reason why you were enrolled into that plan is due to the fact that Surge has a company policy where they auto-enroll new members into their medical preventative care plan, their new hires. Mm-hmm. What that plan is going to cover is your preventative services, like your screenings for your blood pressure or iron deficiency, your counseling for, like, a healthy diet or avoiding the UV exposures from the sun, those preventative immunizations that you get like that tetanus, pertussis, varicella immunization shots. Um, as well as your medical generic preventative prescriptions like ta- I mean, tetanus, per- vitamins, and FDA-approved contraceptive methods, if I'm not mistaking. Aside from that, the only other services that that plan will offer you is a virtual urgent care package, as well as a free Rx membership for your prescriptions, which will be giving you access to about 90% of the generic prescriptions prescribed in the US for free. So that's roughly everything that that plan does cover, um, and it does have a network requirement with the multi-plan network company. Okay, I want to cancel that. Okay. And then just so the line is recorded, you stated you would like to cancel your current coverage with Surge Staffing, correct? Yes. Well, do y'all offer dental benefits? Dental insurance. So they do have... So they do have a dental plan that they offer. Um, the only thing being is you currently don't have an open enrollment. Open enrollments are the first 30 days from when you start a new job with your staffing company, as well as they have a specific time once a year where all of the members, regardless of whether or not they just started working, also are eligible to enroll into benefits. Mm-hmm. Unfortunately, both of those times have already passed. Surge holds theirs during August and your personal enrollment period, and then on the 9th of October. So at this moment- Okay. ... you're not eligible to enroll into the dental, but I can most definitely still process that cancellation. Yes, that'll be fine. Okay. Okay, so I went ahead and put in for the cancellations. Cancellations do take seven to 10 business

days to process through. There is a possibility that you could experience one or two more deductions while it's being completed out. Okay. And then by any chance, Ms. Haynes, did you used to have dental with another carrier, um, that possibly terminated during the last 30 days? Um, no. Oh, okay. I was just seeing if you, um, qualify for a qualified life event. But unfortunately, at this moment, it will be waiting for August 20, 25th to be able to enroll into that dental unless you switch assignments with Surge at some point during that time. Okay, thank you. Thank you for calling in today. Was there anything else that we can assist you with today? No, that'll be all. I hope you have a wonderful rest of your day, and thank you for your time today. Okay, 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 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Um, yes, I was calling about being... I had got auto-enrolled in benefits, and I'm trying to see, like, what is the benefit information? Because I didn't sign up for anything, and I have money coming out my check. And the job said that, uh, it's nothing that they signed up for this, it automatically enrolls you, you have to call the council. So I just want to know what am I paying for?

Speaker speaker\_1: Understood. Let's take a look at your account. What staffing company do you work with?

Speaker speaker\_2: Um, I work for Trigger through Third Staffing, for Third Staffing.

Speaker speaker\_1: What are the last four of your social and the last name, please?

Speaker speaker\_2: 8293, and my last name is Haynes, H-A-Y-N-E-S.

Speaker speaker\_1: For security purposes, could you verify your mailing address and date of birth for me?

Speaker speaker\_2: Uh, my date of birth is 6/30/1992. My mailing address is 2615 Teakwood Lane, Tupelo, Mississippi 38801.

Speaker speaker\_1: We have the batch point of contact 662-322-9923?

Speaker speaker\_2: Yeah, that's correct.

Speaker speaker\_1: Can we have your email then as your last name, first name, 01@gmail.com?

Speaker speaker\_2: Yeah, that's correct.

Speaker speaker\_1: Okay. So I see here the reason why you were enrolled into that plan is due to the fact that Surge has a company policy where they auto-enroll new members into

their medical preventative care plan, their new hires.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: What that plan is going to cover is your preventative services, like your screenings for your blood pressure or iron deficiency, your counseling for, like, a healthy diet or avoiding the UV exposures from the sun, those preventative immunizations that you get like that tetanus, pertussis, varicella immunization shots. Um, as well as your medical generic preventative prescriptions like ta- I mean, tetanus, per- vitamins, and FDA-approved contraceptive methods, if I'm not mistaking. Aside from that, the only other services that that plan will offer you is a virtual urgent care package, as well as a free Rx membership for your prescriptions, which will be giving you access to about 90% of the generic prescriptions prescribed in the US for free. So that's roughly everything that that plan does cover, um, and it does have a network requirement with the multi-plan network company.

Speaker speaker\_2: Okay, I want to cancel that.

Speaker speaker\_1: Okay. And then just so the line is recorded, you stated you would like to cancel your current coverage with Surge Staffing, correct?

Speaker speaker\_2: Yes. Well, do y'all offer dental benefits? Dental insurance.

Speaker speaker\_1: So they do have... So they do have a dental plan that they offer. Um, the only thing being is you currently don't have an open enrollment. Open enrollments are the first 30 days from when you start a new job with your staffing company, as well as they have a specific time once a year where all of the members, regardless of whether or not they just started working, also are eligible to enroll into benefits.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Unfortunately, both of those times have already passed. Surge holds theirs during August and your personal enrollment period, and then on the 9th of October. So at this moment-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... you're not eligible to enroll into the dental, but I can most definitely still process that cancellation.

Speaker speaker\_2: Yes, that'll be fine.

Speaker speaker\_1: Okay. Okay, so I went ahead and put in for the cancellations. Cancellations do take seven to 10 business days to process through. There is a possibility that you could experience one or two more deductions while it's being completed out.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then by any chance, Ms. Haynes, did you used to have dental with another carrier, um, that possibly terminated during the last 30 days?

Speaker speaker\_2: Um, no.

Speaker speaker\_1: Oh, okay. I was just seeing if you, um, qualify for a qualified life event. But unfortunately, at this moment, it will be waiting for August 20, 25th to be able to enroll into that dental unless you switch assignments with Surge at some point during that time.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you for calling in today. Was there anything else that we can assist you with today?

Speaker speaker\_2: No, that'll be all.

Speaker speaker\_1: I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_2: Okay, bye-bye.

Speaker speaker\_1: Bye.