

Transcript: Franchesca

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Full Transcript

The call has been forwarded- Your call is being monitored or recorded for quality assurance purposes. Sheesh. Um, man, she's just, uh... But, um, I'm gonna introduce y'all to our special guest. Hello? Yes, hello, good afternoon. My name is Francesca Benefittenokar. Okay. I given a call regarding the Surge text message that you have received today, Ms. Holmes. Okay. So we were calling to give you more information regarding it since you answered "What's that?" Oh. It's basically a reminder from Surge informing you that they have a company policy of automatically enrolling their new hires into a medical preventative care plan, which will be the Health DNE C10RX. You have 30 days to either opt out from it if you don't want it, or to enroll into any of the other insurance they offer. Okay. What does that mean? Which part, ma'am? Um, you said... What, what, what is the program? I don't understand. Your staffing company has a company policy of automatically enrolling their new hires into a medical preventative care plan. That word, NEC10RX on your text message is the name of the plan. Okay. The plan covers preventative services like your annual physicals, screenings for blood pressure/iron deficiency, preventative immunizations like influenza, tetanus, and varicella along with generic preventative pres- Okay. Okay, I understand. So what do I need to do? So you have 30 days. It depends up to you if you want to be enrolled. There's nothing to do. The system will auto-enroll you, and it'll start deducting \$15.16 from her paycheck for it. If you do not want it, then I can process a declination for you so that you're not enrolled. Excuse me. I think I do want it, but do I have to keep working for Surge? Yes, ma'am. The benefits will only be available while you're still receiving an issued paycheck from Surge. Okay, that's fine. Excuse me. Excuse me. Okay. So can y'all put me on first shift so I can, you know, put my son in daycare too? So I'm not part of Surge. We're only a third-party administrator. Anything that has to do with a job itself, you have to speak with Surge directly. I got you. All right. Thank you. I'll go ahead and send you a copy... Of course. I'll send you a copy of their benefit guide to the email on file which has your last name, first name at gmail.com so you can view the plans. And you have till June 2nd to make any policy changes once you're enrolled. Okay. All right, ma'am. Have a great day, and thank you for your time today. Thank you, ma'am.

Conversation Format

Speaker speaker_0: The call has been forwarded-

Speaker speaker_1: Your call is being monitored or recorded for quality assurance purposes.

Speaker speaker_2: Sheesh. Um, man, she's just, uh... But, um, I'm gonna introduce y'all to our special guest.

Speaker speaker_3: Hello?

Speaker speaker_4: Yes, hello, good afternoon. My name is Francesca Benefittenokar.

Speaker speaker_5: Okay.

Speaker speaker_4: I given a call regarding the Surge text message that you have received today, Ms. Holmes.

Speaker speaker_5: Okay.

Speaker speaker_4: So we were calling to give you more information regarding it since you answered "What's that?"

Speaker speaker_5: Oh.

Speaker speaker_4: It's basically a reminder from Surge informing you that they have a company policy of automatically enrolling their new hires into a medical preventative care plan, which will be the Health DNE C10RX. You have 30 days to either opt out from it if you don't want it, or to enroll into any of the other insurance they offer.

Speaker speaker_5: Okay. What does that mean?

Speaker speaker_4: Which part, ma'am?

Speaker speaker_5: Um, you said... What, what, what is the program? I don't understand.

Speaker speaker_4: Your staffing company has a company policy of automatically enrolling their new hires into a medical preventative care plan. That word, NEC10RX on your text message is the name of the plan.

Speaker speaker_5: Okay.

Speaker speaker_4: The plan covers preventative services like your annual physicals, screenings for blood pressure/iron deficiency, preventative immunizations like influenza, tetanus, and varicella along with generic preventative pres-

Speaker speaker_5: Okay. Okay, I understand. So what do I need to do?

Speaker speaker_4: So you have 30 days. It depends up to you if you want to be enrolled. There's nothing to do. The system will auto-enroll you, and it'll start deducting \$15.16 from her paycheck for it. If you do not want it, then I can process a declination for you so that you're not enrolled.

Speaker speaker_5: Excuse me. I think I do want it, but do I have to keep working for Surge?

Speaker speaker_4: Yes, ma'am. The benefits will only be available while you're still receiving an issued paycheck from Surge.

Speaker speaker_5: Okay, that's fine. Excuse me. Excuse me. Okay. So can y'all put me on first shift so I can, you know, put my son in daycare too?

Speaker speaker_4: So I'm not part of Surge. We're only a third-party administrator. Anything that has to do with a job itself, you have to speak with Surge directly.

Speaker speaker_5: I got you.

Speaker speaker_4: All right.

Speaker speaker_5: Thank you.

Speaker speaker_4: I'll go ahead and send you a copy... Of course. I'll send you a copy of their benefit guide to the email on file which has your last name, first name at gmail.com so you can view the plans. And you have till June 2nd to make any policy changes once you're enrolled.

Speaker speaker_5: Okay. All right, ma'am.

Speaker speaker_4: Have a great day, and thank you for your time today.

Speaker speaker_5: Thank you, ma'am.