

## **Transcript: Malcolm**

**Nash-5562353109745664-4665980147515392**

### **Full Transcript**

... in the car and there's just nothing I can help you. Yes, uh, they told me to call the, I'm reading through my paperwork, to call this number to opt out. What exactly that they mean? To opt out of the health insurance. What staffing company do you work for? Serge. Yeah, so I opted outta the auto enrollment. You got me on auto enrollment? Serge, auto enrolls their employees into the MUC ... plan unless they decline the coverage. Okay, they told me to call this number if I already got coverage, but this is for like a, uh- Health insurance. ... like, yeah. I have health insurance. Right, so do you want me to decline the coverage for Serge? I'm, I'm wondering is, is this like a, like you get hurt on the job, they make sure you are, it's all right? Is this what it, this concerns? So the plan that they auto enroll you in is a preventative care plan. That feels like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. No, I opt out. What's the last four of your social? 1335. First name? Jerry. Last name, Lane, L-A-N-E. You said first name is Jerry? Yeah. J-E-R-R-Y. Are you a brand new hire? Yes. All right, so I'm about to add you in the system. What's your full social? 411-15-1335. You said 411-15-1335? Yes, sir. First name is Jerry, J-E-R-R-Y? Yes. And last name? Lane, L-A-N-E. Address? Well, what is my address? 590 Washington Avenue, Memphis, Tennessee 38105. You said 590 Washington Avenue? Yeah. 590 Washington Avenue. Michigan- 381... Ma- excuse me? You said Michigan, what was the state? No, Washington Avenue, Memphis, Tennessee. Oh, Memphis. Memphis, Tennessee. 38105. 38- 105. Date of birth? 5/5/66. May 5th, 1966. Email? LaneJ9703@gmail.com. And phone number? 901-364-4488. Okay. So they do offer you short-term disability. You don't have to... And that was, uh, what you were referring to. What'd you say now? They do offer you... Excuse me. Uh-huh. They do offer you short term disability. You see what you were referring to in the beginning? No, they were saying it's like benefits if you opt out. If you do not opt out, it'll be a \$16 charge deducted from my check after 30 days. Is this every 30 days? No, it's every week. For the coverage? It's every week. Or for the week? It's every week. No, I opted out because I, I have, I have a health insurance. Okay. All right. Was there anything else I can help you with today, Mr. Lane? No, it's not going to affect my, my, my, my position, is it? No, sir. Okay. All right, nope. It's, it's, it's fine and, uh, I thank your county for your accommodation number. No problem, Mr. Lane. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week, man. Yeah, you too. Thank you. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: ... in the car and there's just nothing I can help you.

Speaker speaker\_1: Yes, uh, they told me to call the, I'm reading through my paperwork, to call this number to opt out. What exactly that they mean?

Speaker speaker\_0: To opt out of the health insurance. What staffing company do you work for?

Speaker speaker\_1: Serge.

Speaker speaker\_0: Yeah, so I opted outta the auto enrollment.

Speaker speaker\_1: You got me on auto enrollment?

Speaker speaker\_0: Serge, auto enrolls their employees into the MUC ... plan unless they decline the coverage.

Speaker speaker\_1: Okay, they told me to call this number if I already got coverage, but this is for like a, uh-

Speaker speaker\_0: Health insurance.

Speaker speaker\_1: ... like, yeah. I have health insurance.

Speaker speaker\_0: Right, so do you want me to decline the coverage for Serge?

Speaker speaker\_1: I'm, I'm wondering is, is this like a, like you get hurt on the job, they make sure you are, it's all right? Is this what it, this concerns?

Speaker speaker\_0: So the plan that they auto enroll you in is a preventative care plan. That feels like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services.

Speaker speaker\_1: No, I opt out.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 1335.

Speaker speaker\_0: First name?

Speaker speaker\_1: Jerry. Last name, Lane, L-A-N-E.

Speaker speaker\_0: You said first name is Jerry?

Speaker speaker\_1: Yeah. J-E-R-R-Y.

Speaker speaker\_0: Are you a brand new hire?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, so I'm about to add you in the system. What's your full social?

Speaker speaker\_1: 411-15-1335.

Speaker speaker\_0: You said 411-15-1335?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: First name is Jerry, J-E-R-R-Y?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And last name?

Speaker speaker\_1: Lane, L-A-N-E.

Speaker speaker\_0: Address?

Speaker speaker\_1: Well, what is my address? 590 Washington Avenue, Memphis, Tennessee 38105.

Speaker speaker\_0: You said 590 Washington Avenue?

Speaker speaker\_1: Yeah. 590 Washington Avenue.

Speaker speaker\_0: Michigan-

Speaker speaker\_1: 381... Ma- excuse me?

Speaker speaker\_0: You said Michigan, what was the state?

Speaker speaker\_1: No, Washington Avenue, Memphis, Tennessee.

Speaker speaker\_0: Oh, Memphis.

Speaker speaker\_1: Memphis, Tennessee. 38105.

Speaker speaker\_0: 38-

Speaker speaker\_1: 105.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: 5/5/66. May 5th, 1966.

Speaker speaker\_0: Email?

Speaker speaker\_1: LaneJ9703@gmail.com.

Speaker speaker\_0: And phone number?

Speaker speaker\_1: 901-364-4488.

Speaker speaker\_0: Okay. So they do offer you short-term disability. You don't have to... And that was, uh, what you were referring to.

Speaker speaker\_1: What'd you say now?

Speaker speaker\_0: They do offer you... Excuse me.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: They do offer you short term disability. You see what you were referring to in the beginning?

Speaker speaker\_1: No, they were saying it's like benefits if you opt out. If you do not opt out, it'll be a \$16 charge deducted from my check after 30 days. Is this every 30 days?

Speaker speaker\_0: No, it's every week.

Speaker speaker\_1: For the coverage?

Speaker speaker\_0: It's every week.

Speaker speaker\_1: Or for the week? It's every week. No, I opted out because I, I have, I have a health insurance.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right.

Speaker speaker\_0: Was there anything else I can help you with today, Mr. Lane?

Speaker speaker\_1: No, it's not going to affect my, my, my, my position, is it?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Okay. All right, nope. It's, it's, it's fine and, uh, I thank your county for your accommodation number.

Speaker speaker\_0: No problem, Mr. Lane. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week, man.

Speaker speaker\_1: Yeah, you too.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye. Bye.