

Transcript: Pearl

Rojas-4525179541307392-6528702898421760

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, this is Jaden Jones. And how can I assist you? Uh, I would just like to opt out of the medical care tax. Oh, the medical care tax? Yeah. Um... Medicaid. Med- Medicaid tax, sorry. Okay, so f- for anything other than the healthcare, care benefits that your staffing agency offers, you would have to speak to your staffing agency. No, they told me to call this number actually. What's the, what's the name of the staffing agency you work for? Uh, Surge, and I think it's Brittany, maybe. Okay, so Surge Staffing, they have an auto enrollment program for their healthcare benefits, but as far as like the taxes you see on your, your pay stub that say Medicaid or Medicare, um, those I can't- Mm-hmm. ... I don't have t- I don't have any access to. I'm not able to decline those. Um, but I can- Okay. ... definitely decline the healthcare that they offer at Surge. Yeah, can, yeah, can you do that for me please? I just... I've been texting her all morning, and I said... I asked her if I could opt out of it because I already have insurance, and she sent me a link to this number and said- Uh- ... "You can opt out here." Yes, that is correct. It, so, if, um, b- if you, if you have coverage elsewhere and you wanna, don't want the coverage from them, I can definitely decline that. Um, but you were saying- Sure, sure. ... Medicaid tax, so I was like, eh, no, that's not us. Yeah. What is the last four digits of your Social? Uh, 6443. All righty. Give me one moment. See, Jaden. Repeat your name for me. Uh, Jaden Jones. Okay. And if you can confirm your address and date of birth. 13015 State Route 124 Hillsboro, Ohio. Uh, 3/22/2006. All righty, and I have your phone number as 937-545-8870. Yep. And I have your email address as jones.jaden4422@gmail.com. Yep. And you said we're declining benefits today, correct? Yes, ma'am. All righty. Well, I know that you opted out. Is there anything else I can assist you with? No, that'll be it. Thank you. Thank you so much for calling. You have a great day. I appreciate it.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, this is Jaden Jones.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I would just like to opt out of the medical care tax.

Speaker speaker_0: Oh, the medical care tax?

Speaker speaker_1: Yeah.

Speaker speaker_0: Um... Medicaid.

Speaker speaker_1: Med- Medicaid tax, sorry.

Speaker speaker_0: Okay, so f- for anything other than the healthcare, care benefits that your staffing agency offers, you would have to speak to your staffing agency.

Speaker speaker_1: No, they told me to call this number actually.

Speaker speaker_0: What's the, what's the name of the staffing agency you work for?

Speaker speaker_1: Uh, Surge, and I think it's Brittany, maybe.

Speaker speaker_0: Okay, so Surge Staffing, they have an auto enrollment program for their healthcare benefits, but as far as like the taxes you see on your, your pay stub that say Medicaid or Medicare, um, those I can't-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I don't have t- I don't have any access to. I'm not able to decline those. Um, but I can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... definitely decline the healthcare that they offer at Surge.

Speaker speaker_1: Yeah, can, yeah, can you do that for me please? I just... I've been texting her all morning, and I said... I asked her if I could opt out of it because I already have insurance, and she sent me a link to this number and said-

Speaker speaker_0: Uh-

Speaker speaker_1: ... "You can opt out here."

Speaker speaker_0: Yes, that is correct. It, so, if, um, b- if you, if you have coverage elsewhere and you wanna, don't want the coverage from them, I can definitely decline that. Um, but you were saying-

Speaker speaker_1: Sure, sure.

Speaker speaker_0: ... Medicaid tax, so I was like, eh, no, that's not us.

Speaker speaker_1: Yeah.

Speaker speaker_0: What is the last four digits of your Social?

Speaker speaker_1: Uh, 6443.

Speaker speaker_0: All righty. Give me one moment. See, Jaden. Repeat your name for me.

Speaker speaker_1: Uh, Jaden Jones.

Speaker speaker_0: Okay. And if you can confirm your address and date of birth.

Speaker speaker_1: 13015 State Route 124 Hillsboro, Ohio. Uh, 3/22/2006.

Speaker speaker_0: All righty, and I have your phone number as 937-545-8870.

Speaker speaker_1: Yep.

Speaker speaker_0: And I have your email address as jones.jaden4422@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: And you said we're declining benefits today, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. Well, I know that you opted out. Is there anything else I can assist you with?

Speaker speaker_1: No, that'll be it. Thank you.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: I appreciate it.