

Transcript: Pearl

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Full Transcript

Good afternoon. Thanks for calling Benefits in a Card. My name is Pearl Luna. This is the person you're speaking with. Hello. My name's Cameron Perez. How can I assist you, Mr. Perez? Hello. Yeah. So I got a text and I, um, it was talking about a job that I just started, um, with the company saying that, um, the benefits through you guys were, um... you know, I was being auto-enrolled into it. And, and I just wanted to make sure that, uh, this is who I think it is. Well, we're Benefits in a Card. We work with a couple different staffing agencies. Um... Okay, yeah. So I work with Surge. Um, so is this, uh, is this... was the text most likely in regard to, like, the benefits, like, um, dental and vision and medical like that? It does... it... so the text message is- is talking in regards to a preventative health plan, but Surge Staffing does offer those other plans that you're asking about. Okay. What's the... so what plan am I auto-enrolled into right now? Um, when you get auto-enrolled, it's into a preventative health plan. That is like your annual physicals, and the CD screenings, and cancer screenings, diabetes, blood pressure, that kind of thing. It doesn't cover you once the doctor... ER. It's just preventative health. Oh, okay. So that's not part of what my staffing agency is giving you? Yes. Your staffing agency offers that plan, but it also offers the dental and vision and medical that you're asking about. So this is specifically for preventative, um, stuff? The auto-enrollment plan is specifically talking about preventative health. Okay. And is, uh... are... is there any extra charge or like, uh, taxes being taken out through this? Well, the plans all do have their own separate price. Um, there's, there's no like... so the price that it, it is, that's it. Um, the preventative health plan 1680... um, the preventative health plan is \$16.80 a week, so that's what would be taken out if you do get auto-enrolled. Um, if you choose anything else, so dental is \$4.17 just for yourself. Vision is \$2.15 for, for just yourself. And those would be the prices that would be taken out. There's... it, it won't go up or down depending on the week or nothing like that. That's the price. And this is... are you able to pull up my information to see exactly what, um, who I am and my info? Of course. What, what are the last three digits of your Social? Uh, 2683. All righty. And confirm your address and date of birth. Uh, 895 Browning Drive, Reno, Nevada. Um, 2/24/1998. Okay. And I have your phone number at 775-440-879... uh, 8789. Yeah, that's it. And I have your email address as cameron.perez101... 101@gmail.com? Mm-hmm. Okay, so right now you're not currently enrolled in anything. Um, you are eligible to enroll, but at the moment you're not. Okay, so I wasn't auto-enrolled? Not yet. You're auto-enrolled, um, 30 days after receiving your first paycheck if you don't call to decline or choose any other plan. Um, so are you able to see what plans my staffing agency is giving you? What do you mean? What plans they're giving you? Like what benefits specifically? At the moment, you're not enrolled in any. They offer medical, free RX, free RX virtual primary care, dental, short-term disability, life insurance, vision, critical illness group, accident, preventative health, um, with telehealth services and

free RX included, and behavioral and mental health. Those are all the plans that they offer. Okay. So all the paperwork that I filled out... I just want to make sure that this, this isn't a separate thing from the paperwork that I filled out when I was first, uh, um, you know, getting started with, uh, my staffing agency. So is, uh, I mean, the tele-RX, um, like will that part- That is a plan that offers that. ... most likely... Okay. And let's see. Um, I'll probably have to get in touch with them just to double-check, because I don't want any extra benefits if I don't need them, if I didn't want them, you know? Okay. Mm-hmm. Okay. Any other questions? And you said it's like a flat rate of... You said it's like a flat rate of \$16 per month? For seven weeks. For that one plan, it's... Yes, it's for that one plan, it's \$16.80 a week, Okay. Did I opt to enroll into that plan or is that automatically no matter what? Well, right now we don't have that you called to, to say you don't want it. So if, if you leave it way, you will be enrolled at the end of the 30-day period. But you don't have anything saying I did want to be enrolled into it then? Not yet. We don't have any documents on file. Um, it could be that they haven't sent us information, sent us over the documents that, that were filled out while you were there. But at the moment, I don't have anything saying yes or no. Okay. And is there any other confirmation for enrollment, um, on any other benefit that my job is offering? I'm sorry, what? What is the question? Like, uh, uh, other benefits that my job is offering, is there any other confirmation that I wanted to be enrolled, uh, even though the timeframe probably hasn't started to actually, uh, you know, give me the info and start the, uh, enrollment 'cause you're like- No, we don't have any documents on file at all. Can you just send me like a..... No, you don't? Not at the moment. Then would you? Or would you only have tell the Rx? No, there's a whole form. It's called a, a enroll- uh enrollment form that you would have picked whatever plans you want: medical, dental, vision, short visibility, that, that MEC tell Rx. It's one form to have all the, the options on it and once we receive it, we'll I- look it over and make sure everything is filled out correctly and processed it. But at the moment, we have not received the form and we have no enrollment for you. Okay. And so MEC tell Rx is a separate, um, plan or coverage apart from like your regular, um, medical benefits to visit a doctor for emergency reasons? Correct. Okay. All right then. So I, yeah, I must've seen it or um, filled it out. All right then. Thank you. I was just curious. I didn't want to like have the 30 days pass up 'cause I just was like two weeks past since I got the text and I almost forgot about you guys. No worries. Thank you so much for calling. Yeah. Thank you guys..... Have a great day. Mm-hmm. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thanks for calling Benefits in a Card. My name is Pearl Luna. This is the person you're speaking with.

Speaker speaker_1: Hello. My name's Cameron Perez.

Speaker speaker_0: How can I assist you, Mr. Perez?

Speaker speaker_1: Hello. Yeah. So I got a text and I, um, it was talking about a job that I just started, um, with the company saying that, um, the benefits through you guys were, um... you know, I was being auto-enrolled into it. And, and I just wanted to make sure that, uh, this is

who I think it is.

Speaker speaker_0: Well, we're Benefits in a Card. We work with a couple different staffing agencies. Um...

Speaker speaker_1: Okay, yeah. So I work with Surge. Um, so is this, uh, is this... was the text most likely in regard to, like, the benefits, like, um, dental and vision and medical like that?

Speaker speaker_0: It does... it... so the text message is- is talking in regards to a preventative health plan, but Surge Staffing does offer those other plans that you're asking about.

Speaker speaker_1: Okay. What's the... so what plan am I auto-enrolled into right now?

Speaker speaker_0: Um, when you get auto-enrolled, it's into a preventative health plan. That is like your annual physicals, and the CD screenings, and cancer screenings, diabetes, blood pressure, that kind of thing. It doesn't cover you once the doctor... ER. It's just preventative health.

Speaker speaker_1: Oh, okay. So that's not part of what my staffing agency is giving you?

Speaker speaker_0: Yes. Your staffing agency offers that plan, but it also offers the dental and vision and medical that you're asking about.

Speaker speaker_1: So this is specifically for preventative, um, stuff?

Speaker speaker_0: The auto-enrollment plan is specifically talking about preventative health.

Speaker speaker_1: Okay. And is, uh... are... is there any extra charge or like, uh, taxes being taken out through this?

Speaker speaker_0: Well, the plans all do have their own separate price. Um, there's, there's no like... so the price that it, it is, that's it. Um, the preventative health plan 1680... um, the preventative health plan is \$16.80 a week, so that's what would be taken out if you do get auto-enrolled. Um, if you choose anything else, so dental is \$4.17 just for yourself. Vision is \$2.15 for, for just yourself. And those would be the prices that would be taken out. There's... it, it won't go up or down depending on the week or nothing like that. That's the price.

Speaker speaker_1: And this is... are you able to pull up my information to see exactly what, um, who I am and my info?

Speaker speaker_0: Of course. What, what are the last three digits of your Social?

Speaker speaker_1: Uh, 2683.

Speaker speaker_0: All righty. And confirm your address and date of birth.

Speaker speaker_1: Uh, 895 Browning Drive, Reno, Nevada. Um, 2/24/1998.

Speaker speaker_0: Okay. And I have your phone number at 775-440-879... uh, 8789.

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: And I have your email address as cameron.perez101... 101@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so right now you're not currently enrolled in anything. Um, you are eligible to enroll, but at the moment you're not.

Speaker speaker_1: Okay, so I wasn't auto-enrolled?

Speaker speaker_0: Not yet. You're auto-enrolled, um, 30 days after receiving your first paycheck if you don't call to decline or choose any other plan.

Speaker speaker_1: Um, so are you able to see what plans my staffing agency is giving you?

Speaker speaker_0: What do you mean? What plans they're giving you?

Speaker speaker_1: Like what benefits specifically?

Speaker speaker_0: At the moment, you're not enrolled in any. They offer medical, free RX, free RX virtual primary care, dental, short-term disability, life insurance, vision, critical illness group, accident, preventative health, um, with telehealth services and free RX included, and behavioral and mental health. Those are all the plans that they offer.

Speaker speaker_1: Okay. So all the paperwork that I filled out... I just want to make sure that this, this isn't a separate thing from the paperwork that I filled out when I was first, uh, um, you know, getting started with, uh, my staffing agency. So is, uh, I mean, the tele-RX, um, like will that part-

Speaker speaker_0: That is a plan

Speaker speaker_2: that offers that.

Speaker speaker_1: ... most likely... Okay. And let's see. Um, I'll probably have to get in touch with them just to double-check, because I don't want any extra benefits if I don't need them, if I didn't want them, you know?

Speaker speaker_0: Okay. Mm-hmm. Okay. Any other questions?

Speaker speaker_1: And you said it's like a flat rate of... You said it's like a flat rate of \$16 per month? For seven weeks.

Speaker speaker_0: For that one plan, it's... Yes, it's for that one plan, it's \$16.80 a week,

Speaker speaker_1: Okay. Did I opt to enroll into that plan or is that automatically no matter what?

Speaker speaker_0: Well, right now we don't have that you called to, to say you don't want it. So if, if you leave it way, you will be enrolled at the end of the 30-day period.

Speaker speaker_1: But you don't have anything saying I did want to be enrolled into it then?

Speaker speaker_0: Not yet. We don't have any documents on file. Um, it could be that they haven't sent us information, sent us over the documents that, that were filled out while you

were there. But at the moment, I don't have anything saying yes or no.

Speaker speaker_1: Okay. And is there any other confirmation for enrollment, um, on any other benefit that my job is offering?

Speaker speaker_0: I'm sorry, what? What is the question?

Speaker speaker_1: Like, uh, uh, other benefits that my job is offering, is there any other confirmation that I wanted to be enrolled, uh, even though the timeframe probably hasn't started to actually, uh, you know, give me the info and start the, uh, enrollment 'cause you're like-

Speaker speaker_0: No, we don't have any documents on file at all.

Speaker speaker_1: Can you just send me like a..... No, you don't?

Speaker speaker_0: Not at the moment.

Speaker speaker_1: Then would you? Or would you only have tell the Rx?

Speaker speaker_0: No, there's a whole form. It's called a, a enroll- uh enrollment form that you would have picked whatever plans you want: medical, dental, vision, short visibility, that, that MEC tell Rx. It's one form to have all the, the options on it and once we receive it, we'll I- look it over and make sure everything is filled out correctly and processed it. But at the moment, we have not received the form and we have no enrollment for you.

Speaker speaker_1: Okay. And so MEC tell Rx is a separate, um, plan or coverage apart from like your regular, um, medical benefits to visit a doctor for emergency reasons?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All right then. So I, yeah, I must've seen it or um, filled it out. All right then. Thank you. I was just curious. I didn't want to like have the 30 days pass up 'cause I just was like two weeks past since I got the text and I almost forgot about you guys.

Speaker speaker_0: No worries. Thank you so much for calling.

Speaker speaker_1: Yeah. Thank you guys.....

Speaker speaker_0: Have a great day.

Speaker speaker_1: Mm-hmm. You too. Bye-bye.