

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling B- Benefits In a Card. My name is Pearl. Who does the pleasure of speaking with? Oh, Nadine Jones. All right. I'm calling, I just got a text that, uh, I have to enroll in something? Okay. Do you work for a staffing agency? Yes. Surge. Which one? Surge. Surge. Surge- In Austin. Okay, so Surge offers health care- Yes, ma'am. Uh, Surge os- offers health care benefits for their employees, so medical, dental, vision, short term disability, things like that. Mm-hmm. Um, the price depends on how many plans you choose and who you choose to cover, and it's something that they deduct from your check every week. They give you 30 days from the date of your first paycheck to enroll or decline because they do have an auto-enrollment program. Mm-hmm. If you don't do either those two, they automatically enroll you in a preventative health plan. That's deducted from your check every week. Mm-hmm. Now, if I already have insurance, medical insurance, now does that still, uh, apply the same 'cause I still have, um- Do you already have... Yes, I have Blue Cross Blue Shield. All right, so the auto-enrollment program, um, works the same way for all the pl- all the employees because it doesn't, they don't know that you have other coverage elsewhere. Mm-hmm. Um, so you would need to decline if you're not wanting the insurance. Okay. If you've declined in the past, if you've not... If you're not a new hire, as in this is the first time you've ever worked with Surge and you know you've declined in the past- Okay. ... you only have to decline once 'cause it's for the new hires. Okay. Um, but if you, this is your first time working with Surge, you do have to decline or they will enroll you. Okay, I'll do that. I'll go and do that. You can get on the phone with me today if you'd like. Well, I have to... I don't have my information with me. I have my card and all that stuff. Uh, so what do you need? The- All I need is the last four digits of your Social. 8033. Okay, and you're Miss Nadine you said, correct? Yes, Nadine Jones. Nadine Jones. And if you can confirm your address and date of birth. 132 Watson Boulevard, Lincoln, Alabama, 35096. You said my birthday? Yes. 02/28/1964. And have you told them it's 256-654-2987? Yes, ma'am. And then you said we're opting out. You don't want the insurance. No, ma'am. All right, I went ahead and got you opted out so they won't be enrolling you in anything. Is there anything else I can assist you with? No, ma'am. Thank you so much for, for that 'cause I wasn't sure what that was all about. No problem. And now do I need to make a copy or go over there and give it to them to put it in my file? No, ma'am. This is all in the system. It's all in our system and, um, our company is the one that takes care of sending information to, to enrollment and to your payroll. But since you declined- Okay. ... we'll send the information we sent to payroll to have deductions made. Okay. All right, thank you. Thank you very much. Thank you for calling. You have a great day. Okay, bye-bye. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling B- Benefits In a Card. My name is Pearl. Who does the pleasure of speaking with?

Speaker speaker_1: Oh, Nadine Jones.

Speaker speaker_0: All right.

Speaker speaker_1: I'm calling, I just got a text that, uh, I have to enroll in something?

Speaker speaker_0: Okay. Do you work for a staffing agency?

Speaker speaker_1: Yes. Surge.

Speaker speaker_0: Which one?

Speaker speaker_1: Surge.

Speaker speaker_0: Surge. Surge-

Speaker speaker_1: In Austin.

Speaker speaker_0: Okay, so Surge offers health care-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Uh, Surge os- offers health care benefits for their employees, so medical, dental, vision, short term disability, things like that.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, the price depends on how many plans you choose and who you choose to cover, and it's something that they deduct from your check every week. They give you 30 days from the date of your first paycheck to enroll or decline because they do have an auto-enrollment program.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: If you don't do either those two, they automatically enroll you in a preventative health plan. That's deducted from your check every week.

Speaker speaker_1: Mm-hmm. Now, if I already have insurance, medical insurance, now does that still, uh, apply the same 'cause I still have, um-

Speaker speaker_0: Do you already have...

Speaker speaker_1: Yes, I have Blue Cross Blue Shield.

Speaker speaker_0: All right, so the auto-enrollment program, um, works the same way for all the pl- all the employees because it doesn't, they don't know that you have other coverage elsewhere.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so you would need to decline if you're not wanting the insurance.

Speaker speaker_1: Okay.

Speaker speaker_0: If you've declined in the past, if you've not... If you're not a new hire, as in this is the first time you've ever worked with Surge and you know you've declined in the past-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you only have to decline once 'cause it's for the new hires.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but if you, this is your first time working with Surge, you do have to decline or they will enroll you.

Speaker speaker_1: Okay, I'll do that. I'll go and do that.

Speaker speaker_0: You can get on the phone with me today if you'd like.

Speaker speaker_1: Well, I have to... I don't have my information with me. I have my card and all that stuff. Uh, so what do you need? The-

Speaker speaker_0: All I need is the last four digits of your Social.

Speaker speaker_1: 8033.

Speaker speaker_0: Okay, and you're Miss Nadine you said, correct?

Speaker speaker_1: Yes, Nadine Jones.

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

Speaker speaker_1: 132 Watson Boulevard, Lincoln, Alabama, 35096. You said my birthday?

Speaker speaker_0: Yes.

Speaker speaker_1: 02/28/1964.

Speaker speaker_0: And have you told them it's 256-654-2987?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then you said we're opting out. You don't want the insurance.

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right, I went ahead and got you opted out so they won't be enrolling you in anything. Is there anything else I can assist you with?

Speaker speaker_1: No, ma'am. Thank you so much for, for that 'cause I wasn't sure what that was all about.

Speaker speaker_0: No problem.

Speaker speaker_1: And now do I need to make a copy or go over there and give it to them to put it in my file?

Speaker speaker_0: No, ma'am. This is all in the system. It's all in our system and, um, our company is the one that takes care of sending information to, to enrollment and to your payroll. But since you declined-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we'll send the information we sent to payroll to have deductions made.

Speaker speaker_1: Okay. All right, thank you. Thank you very much.

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

Speaker speaker_1: Okay, bye-bye. You too. Bye-bye.