

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was you speaking with? My name's Michael Chaffin, C-H-A-F-F as in Frank, I-N. Um, I just started with, uh, Surge Staffing at a job in Fremont, Ohio called Trigo as an inspector, inspecting parts for Whirlpool. Um, she said, the lady at, uh, Surge told me, she gave me this number and said that when I hired in with them, I automatically got insurance that I didn't really know about. So, I want to know, uh, how much I'm paying and then I might even opt out and not even... 'cause I don't need it. Okay. What then, what are the last four digits of your social? 3000. All righty. I mean, if it's not... If it's a reasonable price, I might keep it, but if it's... I need my money right now. Let's, we'll just see what it says. Okay. Now, you said 3000 are the last four of your social, correct? Yep. And how long have you been working with Surge? Uh, today make Friday... I started Monday. So, I'll get my first check on the April the 11th. Next week. Today makes a full week, by 40 hours and their work 32, whatever. Repeat your last name for me. Chaffin, C-H-A-F-F as in Frank, I-N. Okay, so they haven't sent this over, your information yet, so you haven't been enrolled in coverage. The plan that they automatically enroll you in if you don't decline is called an MEC, M-E-C teleRx. It's a preventative health plan. Um, it covers like your annual physical, immunizations, some STD screenings, some cancer screenings, diabetes, those kind of things. That plan doesn't cover you with the doctor ER, it's just preventative services. Um, and it's \$15.68 a week. Um, they do offer plans- But I- ... like medical. Go ahead. So, if I go to my family doctor for a checkup, it doesn't cover none of that? Not that plan. They do offer medical plans, but that one doesn't cover it, the one you're automatically enrolled in. Yeah. Mm-hmm. Can I just go ahead and tell you now to not enroll me, or do I have to wait? No, I can, I can, um... I would need to create you an account, but I will need your full social name, address, date of birth, phone number, all that information to get you declined today. Um, or you can wait until- And if you... Huh? I just don't want it to come out of my first check because I need every dollar I can get right now. I just came off unemployment and I'm kind of... I need to catch up my money so every little bit helps. Um, and I'm pretty happy so... All right. What's your full social? 275-603000. Okay. Okay, what is your address? It's 67 Rathbun, R-A-T-H, and then Bun, B-U-N, Dr-... Bun, B-U-N. It's all one word. R-A-T-H-B-U-N Drive. It's Marblehead, Ohio 43440. And your date of birth? 07/09/1972. And your phone number? 419-635-6592. All right. All righty. And you said you wanted to opt out, correct? At the moment, you don't want the coverage. No, I don't need it right now. Okay. Well, now that you've opted out, is there anything else I can assist you with? Um, just one, one question real quick. If, if down the road I need to get it, can I get it or is there only open enrollment certain times when you can get it? So, you have 30 days after the date of your first paycheck. Um, and then during company opening enrollment, which for Surge is in August. Okay. So, it's... So, either way, it's not that long. All right, perfect. That's all I needed. So, I

don't have to worry about them taking that out of my check then, right? Correct. All right. Awesome. Thank you so much. Thank you for your calling. You have a great day. Yeah. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was you speaking with?

Speaker speaker_1: My name's Michael Chaffin, C-H-A-F-F as in Frank, I-N. Um, I just started with, uh, Surge Staffing at a job in Fremont, Ohio called Trigo as an inspector, inspecting parts for Whirlpool. Um, she said, the lady at, uh, Surge told me, she gave me this number and said that when I hired in with them, I automatically got insurance that I didn't really know about. So, I want to know, uh, how much I'm paying and then I might even opt out and not even... 'cause I don't need it.

Speaker speaker_0: Okay. What then, what are the last four digits of your social?

Speaker speaker_1: 3000.

Speaker speaker_0: All righty.

Speaker speaker_1: I mean, if it's not... If it's a reasonable price, I might keep it, but if it's... I need my money right now. Let's, we'll just see what it says.

Speaker speaker_0: Okay. Now, you said 3000 are the last four of your social, correct?

Speaker speaker_1: Yep.

Speaker speaker_0: And how long have you been working with Surge?

Speaker speaker_1: Uh, today make Friday... I started Monday. So, I'll get my first check on the April the 11th. Next week. Today makes a full week, by 40 hours and their work 32, whatever.

Speaker speaker_0: Repeat your last name for me.

Speaker speaker_1: Chaffin, C-H-A-F-F as in Frank, I-N.

Speaker speaker_0: Okay, so they haven't sent this over, your information yet, so you haven't been enrolled in coverage. The plan that they automatically enroll you in if you don't decline is called an MEC, M-E-C teleRx. It's a preventative health plan. Um, it covers like your annual physical, immunizations, some STD screenings, some cancer screenings, diabetes, those kind of things. That plan doesn't cover you with the doctor ER, it's just preventative services. Um, and it's \$15.68 a week. Um, they do offer plans-

Speaker speaker_1: But I-

Speaker speaker_0: ... like medical. Go ahead.

Speaker speaker_1: So, if I go to my family doctor for a checkup, it doesn't cover none of that?

Speaker speaker_0: Not that plan. They do offer medical plans, but that one doesn't cover it, the one you're automatically enrolled in.

Speaker speaker_1: Yeah.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Can I just go ahead and tell you now to not enroll me, or do I have to wait?

Speaker speaker_0: No, I can, I can, um... I would need to create you an account, but I will need your full social name, address, date of birth, phone number, all that information to get you declined today. Um, or you can wait until-

Speaker speaker_1: And if you...

Speaker speaker_0: Huh?

Speaker speaker_1: I just don't want it to come out of my first check because I need every dollar I can get right now. I just came off unemployment and I'm kind of... I need to catch up my money so every little bit helps. Um, and I'm pretty happy so...

Speaker speaker_0: All right. What's your full social?

Speaker speaker_1: 275-603000.

Speaker speaker_0: Okay. Okay, what is your address?

Speaker speaker_1: It's 67 Rathbun, R-A-T-H, and then Bun, B-U-N, Dr... Bun, B-U-N. It's all one word. R-A-T-H-B-U-N Drive. It's Marblehead, Ohio 43440.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07/09/1972.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 419-635-6592.

Speaker speaker_0: All right. All righty. And you said you wanted to opt out, correct? At the moment, you don't want the coverage.

Speaker speaker_1: No, I don't need it right now.

Speaker speaker_0: Okay. Well, now that you've opted out, is there anything else I can assist you with?

Speaker speaker_1: Um, just one, one question real quick. If, if down the road I need to get it, can I get it or is there only open enrollment certain times when you can get it?

Speaker speaker_0: So, you have 30 days after the date of your first paycheck. Um, and then during company opening enrollment, which for Surge is in August.

Speaker speaker_1: Okay. So, it's... So, either way, it's not that long. All right, perfect. That's all I needed. So, I don't have to worry about them taking that out of my check then, right?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. Awesome. Thank you so much.

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

Speaker speaker_1: Yeah. You too. Bye-bye.