

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card®, this is Chris. How can I help you today? Um, hello. My name's Carol and I work for Surge Staffing. I just got a text message that said I would be auto enrolled in MEC-TeleRx with BIC and to call to make changes to that. Okay. Yeah. That's just advising that, um, as a new hire with Surge Staffing, they automatically enroll all new hires into a health insurance plan known as the MEC-TeleRx Plan for preventative care services and prescription coverage, uh, 30 days after your first check. They're letting you know that, um, that way if you want to either opt out of that or if you want to make any changes to that, if you want to enroll in anything else, um, you have that window to do so. Well, okay, that sounds good, except that I'd like to opt out because honestly, I'm post-retirement and I already have other insurance. Understood. That's no problem. We can get that done for you. Uh, what's the last four of your Social to locate the file? 8015. Thank you. And then your first and last name? First name is Carolyn, last name is Ewart, E-W-A-R-T. Thank you. Ms. Ewart, uh, for security purposes, please verify your address and date of birth. Uh, address is 15759 Sycamore Road, Mount Vernon, Ohio 43050 and date of birth is February 13th, 1957. Thank you. All right. I've got you opted... Well, actually, it looks like your file's already opted out of the automatic enrollment. It looks like you had done it online back in November, uh, maybe when you first signed up to work through Surge Staffing. Uh, you just received that text as an automated reminder. But you're, you're already good to go. Okay. I thought I had opted out because I knew I had insurance. Okay. Look, great, I'm glad it's all set then. Thank you for your help today. No problem. Thanks for calling and have a wonderful day. You too. Bye-bye. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card®, this is Chris. How can I help you today?

Speaker speaker_2: Um, hello. My name's Carol and I work for Surge Staffing. I just got a text message that said I would be auto enrolled in MEC-TeleRx with BIC and to call to make changes to that.

Speaker speaker_1: Okay. Yeah. That's just advising that, um, as a new hire with Surge Staffing, they automatically enroll all new hires into a health insurance plan known as the MEC-TeleRx Plan for preventative care services and prescription coverage, uh, 30 days after

your first check. They're letting you know that, um, that way if you want to either opt out of that or if you want to make any changes to that, if you want to enroll in anything else, um, you have that window to do so.

Speaker speaker_2: Well, okay, that sounds good, except that I'd like to opt out because honestly, I'm post-retirement and I already have other insurance.

Speaker speaker_1: Understood. That's no problem. We can get that done for you. Uh, what's the last four of your Social to locate the file?

Speaker speaker_2: 8015.

Speaker speaker_1: Thank you. And then your first and last name?

Speaker speaker_2: First name is Carolyn, last name is Ewart, E-W-A-R-T.

Speaker speaker_1: Thank you. Ms. Ewart, uh, for security purposes, please verify your address and date of birth.

Speaker speaker_2: Uh, address is 15759 Sycamore Road, Mount Vernon, Ohio 43050 and date of birth is February 13th, 1957.

Speaker speaker_1: Thank you. All right. I've got you opted... Well, actually, it looks like your file's already opted out of the automatic enrollment. It looks like you had done it online back in November, uh, maybe when you first signed up to work through Surge Staffing. Uh, you just received that text as an automated reminder. But you're, you're already good to go.

Speaker speaker_2: Okay. I thought I had opted out because I knew I had insurance. Okay. Look, great, I'm glad it's all set then. Thank you for your help today.

Speaker speaker_1: No problem. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.