

## **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 in a Card. This is Chris. How can I help you today? Hey, how you doing? I just got a text from y'all, uh, about, uh, I'm automatically enrolled into this service. Trying to see what, what it was about. Okay. What exactly did the text message say? It said, "Congratulations. It's your job at Surge. You have auto, been auto enrolled into MedRx," or something and, uh, called me, uh, if you want to be taken out of the program or whatever. Okay. Yeah. So it sounds like Surge Staffing... It sounds like, um, that's the automatic text from Surge Staffing advising that they automatically enroll all their new hires into a health insurance plan 30 days after your first check unless you were to call us to state that you do not want that health insurance policy. Was that what you were looking to do? No. I was just calling to see, I mean, 'cause, I mean, like you said, they just put it on there. I, I'm just trying to see what all benefits I had, you know? I mean, you know? So yeah. The, the automatic enrollment doesn't happen until 30 days after your first check. Um, and then the automatic enrollment that they do, the plans that they put you in is a preventative care policy. It covers things like physicals, vaccines, cancer screenings, as well as providing some prescription benefits through a program called FreeRx. Okay. So like, if I, uh, if I ever got sick, I could go to a, a, like a, what do you call it? A primary care physician there covered? N- no, sir. It's preventative care services only. So again, only things like physicals, vaccines, cancer screenings and things like that. Um, there are plans that offer, that are offered that do cover more along the lines of, uh, sickness and treatment visits. Okay. However, that is not the plan that they automatically enroll you into. Okay. Um, if you would like, if you want to provide me with an email address, I can send you an information packet that goes over all of the plans that they offer, gives you an idea of what all is available, how much, uh, what kind of services it'll cover and then how much, as well as the information on how much it'll take out of your check every week to pay for premium. Okay. Yeah. Send, send that info to me. Okay. What's your email address, sir? Uh, lowercase djones, J-O-N-E-S, 88191@gmail.com. All right. I will send you this information packet. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Okay? All right. All right. Um, and then if you decide that you do not want any insurance from Surge Staffing, please give us a call back as soon as possible, as again, they will automatically enroll you. And should that happen, any deductions that may have been taken as a result would not be refunded. All right. Appreciate it. Yes, sir. Thanks again for calling and have a good day. All right. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hey, how you doing? I just got a text from y'all, uh, about, uh, I'm automatically enrolled into this service. Trying to see what, what it was about.

Speaker speaker\_1: Okay. What exactly did the text message say?

Speaker speaker\_2: It said, "Congratulations. It's your job at Surge. You have auto, been auto enrolled into MedRx," or something and, uh, called me, uh, if you want to be taken out of the program or whatever.

Speaker speaker\_1: Okay. Yeah. So it sounds like Surge Staffing... It sounds like, um, that's the automatic text from Surge Staffing advising that they automatically enroll all their new hires into a health insurance plan 30 days after your first check unless you were to call us to state that you do not want that health insurance policy. Was that what you were looking to do?

Speaker speaker\_2: No. I was just calling to see, I mean, 'cause, I mean, like you said, they just put it on there. I, I'm just trying to see what all benefits I had, you know? I mean, you know?

Speaker speaker\_1: So yeah. The, the automatic enrollment doesn't happen until 30 days after your first check. Um, and then the automatic enrollment that they do, the plans that they put you in is a preventative care policy. It covers things like physicals, vaccines, cancer screenings, as well as providing some prescription benefits through a program called FreeRx.

Speaker speaker\_2: Okay. So like, if I, uh, if I ever got sick, I could go to a, a, like a, what do you call it? A primary care physician there covered?

Speaker speaker\_1: N- no, sir. It's preventative care services only. So again, only things like physicals, vaccines, cancer screenings and things like that. Um, there are plans that offer, that are offered that do cover more along the lines of, uh, sickness and treatment visits.

Speaker speaker\_2: Okay.

Speaker speaker\_1: However, that is not the plan that they automatically enroll you into.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, if you would like, if you want to provide me with an email address, I can send you an information packet that goes over all of the plans that they offer, gives you an idea of what all is available, how much, uh, what kind of services it'll cover and then how much, as well as the information on how much it'll take out of your check every week to pay for premium.

Speaker speaker\_2: Okay. Yeah. Send, send that info to me.

Speaker speaker\_1: Okay. What's your email address, sir?

Speaker speaker\_2: Uh, lowercase djones, J-O-N-E-S, 88191@gmail.com.

Speaker speaker\_1: All right. I will send you this information packet. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Okay?

Speaker speaker\_2: All right.

Speaker speaker\_1: All right. Um, and then if you decide that you do not want any insurance from Surge Staffing, please give us a call back as soon as possible, as again, they will automatically enroll you. And should that happen, any deductions that may have been taken as a result would not be refunded.

Speaker speaker\_2: All right. Appreciate it.

Speaker speaker\_1: Yes, sir. Thanks again for calling and have a good day.

Speaker speaker\_2: All right. Bye-bye.

Speaker speaker\_1: Bye now.