

Transcript: Chris Sofield

(deactivated)-5733305170575360-5731894139600896

Full Transcript

Thank you for calling Benefits... Help you today? Uh, this is Cedric Ricard calling. Yeah, this is Cedric Ricard calling. Yes, how can I help? Yes, I was calling about the, uh, the benefits. Were you looking to enroll in the insurance benefits? Uh, I got a message that said if I didn't cancel it, then I'll be automatically enrolled after 30 days. Okay, so it sounds like the staffing company you work with has an automatic enrollment policy. Were you looking to opt out of that plan, then? I wanted to see what, what exactly it was that I was enrolling in. Okay. What staffing company do you work with? Uh, Megaforce. Okay, one moment. The plan that Megaforce automatically enrolls you into is called the Stay Healthy TeleRX Plan, um, or MEC TeleRX. Uh, this is a preventative care plan. It'll cover things like physicals, vaccines, cancer screenings and services like that, while also providing some benefits for prescriptions through a company called FreeRX, um, through their program. Uh, that plan, uh, that program, if it is a covered medication, then it is completely free for you. It's, uh, you have no out-of-pocket costs for that medication. However, um, the preventative services are all that this plan will cover as far as doctor's visits. Um, as far as, like, if you're actually, if you're sick or if you're injured or anything like that, that automatic enrollment plan would not cover those kinds of services. Okay, so, so there's not any cost? Uh, the... No, the plan does, uh, does have a weekly deduction for its insurance premium. It's \$14.90 every week. Oh, yeah, I don't, I don't want to be in that. Okay, so then I'll need to access your file in our system in order to opt you out. What's the last four of your Social? Um, 3728. All right, Mr. Ricard, uh, could you verify your address and date of birth, please? Uh, 1611 Bible Circle, Greenville, NC 27834. And birthdate is 7/22/1990. Thank you. We have a phone number on file of 252-542-0776. That's correct. All right, I've got you opted out of automatic enrollment. You're good to go. Anything else? Uh, that'll be it. Thank you. You're welcome. Thanks for calling and have a wonderful day. All right. All right, bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits... Help you today?

Speaker speaker_1: Uh, this is Cedric Ricard calling.

Speaker speaker_0: Yeah, this is Cedric Ricard calling.

Speaker speaker_1: Yes, how can I help?

Speaker speaker_0: Yes, I was calling about the, uh, the benefits.

Speaker speaker_1: Were you looking to enroll in the insurance benefits?

Speaker speaker_2: Uh, I got a message that said if I didn't cancel it, then I'll be automatically enrolled after 30 days.

Speaker speaker_0: Okay, so it sounds like the staffing company you work with has an automatic enrollment policy. Were you looking to opt out of that plan, then?

Speaker speaker_1: I wanted to see what, what exactly it was that I was enrolling in.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, Megaforce.

Speaker speaker_0: Okay, one moment. The plan that Megaforce automatically enrolls you into is called the Stay Healthy TeleRX Plan, um, or MEC TeleRX. Uh, this is a preventative care plan. It'll cover things like physicals, vaccines, cancer screenings and services like that, while also providing some benefits for prescriptions through a company called FreeRX, um, through their program. Uh, that plan, uh, that program, if it is a covered medication, then it is completely free for you. It's, uh, you have no out-of-pocket costs for that medication. However, um, the preventative services are all that this plan will cover as far as doctor's visits. Um, as far as, like, if you're actually, if you're sick or if you're injured or anything like that, that automatic enrollment plan would not cover those kinds of services.

Speaker speaker_1: Okay, so, so there's not any cost?

Speaker speaker_0: Uh, the... No, the plan does, uh, does have a weekly deduction for its insurance premium. It's \$14.90 every week.

Speaker speaker_1: Oh, yeah, I don't, I don't want to be in that.

Speaker speaker_0: Okay, so then I'll need to access your file in our system in order to opt you out. What's the last four of your Social?

Speaker speaker_1: Um, 3728.

Speaker speaker_0: All right, Mr. Ricard, uh, could you verify your address and date of birth, please?

Speaker speaker_1: Uh, 1611 Bible Circle, Greenville, NC 27834. And birthdate is 7/22/1990.

Speaker speaker_0: Thank you. We have a phone number on file of 252-542-0776.

Speaker speaker_1: That's correct.

Speaker speaker_0: All right, I've got you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker_1: Uh, that'll be it. Thank you.

Speaker speaker_0: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_1: All right.

Speaker speaker_0: All right, bye now.