

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you, today? Yes, my name is Oscar Faruki. I'm a Surge employee here, S-U-R-G-E, Surge. This is a 90-day benefit, it's a voucher. It's, uh, uh, weekly, \$17.14. It's a plan, uh, M-E, M-E-C-T-E-L-E-R-X, plan number. So, I check up for the MediCheck hospital in the morning, so this card is a use as a doctor checkup and pharmacy. So, you're, you're asking if the M-E-C TeleRx plan would co- uh, would cover like a standard doctor's visit? Yes. It's the M-E-C TeleRx, R-X, E-M-P level, enrollment level E-M-P, and it's weekly \$17.14. So, this voucher and card is used for Medi- MedCheck hospital health checkup for the doctor, and pharmacy is a use and pharmacy with the medicine. Okay. So, the M-E-C TeleRx plan through Surge Staffing is a preventative care plan. It will cover things like physicals, vaccinations and cancer screenings. But any sort of treatment-type visits, like doctor's visits, hospital visits for, like, sickness or injury are not covered by this plan. Okay. This is a, is it not a f? Check up for use, not use? So, it, it, it is not going to be used for things like, like, if you are sick and you need to go to the doctor for that. It will not... It is not good for any sort of treatment-type visits. It is only good for preventative s- care services. So, things like, again, physicals, vaccinations, cancer screenings, um, and like, colonoscopies, uh, STD screenings, services like that. Um, but if, if you are actually sick, say if you go to the doctor because you have a cold, or the flu, or anything like that then no, this plan will not cover those kinds of services. Okay. No, just check, check up for doctor? No, no treatment services. No doctor's visits for if you're sick. No, sir. No, sir. Okay. Only for is a, a, vaccination? Vaccinations, cancer screenings, physicals and preventative care services. Okay. This time, is it physical checkup for the doctor MedCheck? No. So, it, so a physical would be like a preventative care service, like your once-a-year physicals. But if you are sick and you're going to the doctor because you are sick, no. Sick? No. Oh. Sick is a no. Oh. If, if you are going to the doctor because you have an illness, no, it is not covered. If you are going to the doctor to get a physical, yes, that is covered. Okay. I, uh, I, uh... This is a, uh, used for... It's a hospital, is it verified MediCheck hospital? Is a enrollment? Yeah, a community hospital? If you are going to a doctor or any sort of medical provider because there is a problem, because you are sick or injured or anything like that, the Stay Healthy M-E-C TeleRx plan will not cover those kinds of services. Okay. Okay. Thank you. All right. Thank you. All right. Thank you. Anything else?

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you, today?

Speaker speaker\_1: Yes, my name is Oscar Faruki. I'm a Surge employee here, S-U-R-G-E, Surge. This is a 90-day benefit, it's a voucher. It's, uh, uh, weekly, \$17.14. It's a plan, uh, M-E, M-E-C-T-E-L-E-R-X, plan number. So, I check up for the MediCheck hospital in the morning, so this card is a use as a doctor checkup and pharmacy.

Speaker speaker\_0: So, you're, you're asking if the M-E-C TeleRx plan would co- uh, would cover like a standard doctor's visit?

Speaker speaker\_1: Yes. It's the M-E-C TeleRx, R-X, E-M-P level, enrollment level E-M-P, and it's weekly \$17.14. So, this voucher and card is used for Medi- MedCheck hospital health checkup for the doctor, and pharmacy is a use and pharmacy with the medicine.

Speaker speaker\_0: Okay. So, the M-E-C TeleRx plan through Surge Staffing is a preventative care plan. It will cover things like physicals, vaccinations and cancer screenings. But any sort of treatment-type visits, like doctor's visits, hospital visits for, like, sickness or injury are not covered by this plan.

Speaker speaker\_1: Okay. This is a, is it not a f? Check up for use, not use?

Speaker speaker\_0: So, it, it, it is not going to be used for things like, like, if you are sick and you need to go to the doctor for that. It will not... It is not good for any sort of treatment-type visits. It is only good for preventative s- care services. So, things like, again, physicals, vaccinations, cancer screenings, um, and like, colonoscopies, uh, STD screenings, services like that. Um, but if, if you are actually sick, say if you go to the doctor because you have a cold, or the flu, or anything like that then no, this plan will not cover those kinds of services.

Speaker speaker\_1: Okay. No, just check, check up for doctor?

Speaker speaker\_0: No, no treatment services. No doctor's visits for if you're sick. No, sir.

Speaker speaker\_1: No, sir. Okay. Only for is a, a, vaccination?

Speaker speaker\_0: Vaccinations, cancer screenings, physicals and preventative care services.

Speaker speaker\_1: Okay. This time, is it physical checkup for the doctor MedCheck?

Speaker speaker\_0: No. So, it, so a physical would be like a preventative care service, like your once-a-year physicals. But if you are sick and you're going to the doctor because you are sick, no.

Speaker speaker\_1: Sick? No. Oh. Sick is a no. Oh.

Speaker speaker\_0: If, if you are going to the doctor because you have an illness, no, it is not covered. If you are going to the doctor to get a physical, yes, that is covered.

Speaker speaker\_1: Okay. I, uh, I, uh... This is a, uh, used for... It's a hospital, is it verified MediCheck hospital? Is a enrollment? Yeah, a community hospital?

Speaker speaker\_0: If you are going to a doctor or any sort of medical provider because there is a problem, because you are sick or injured or anything like that, the Stay Healthy M-E-C

TeleRx plan will not cover those kinds of services.

Speaker speaker\_1: Okay. Okay. Thank you.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: All right. Thank you. Anything else?