

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 how can I help you today? Uh, I had gotten a message about, uh, my new job in 30 days. And- Okay. ... uh, on the message it had ... number. Okay. What exactly did the message that you received say? Could you read it out for me? Yeah. It says, "Congrats on your, uh, on your job with Surge. You, we auto-enroll to, in to, uh, M-E-Z TeleR-TeleRx within 30 days. Call big at 800-497-4856 to make changes before your window closes." Okay. So yeah, that's just advising that as a new hire with Surge Staffing they automatically enroll you into a health insurance policy known as the MEC-TeleRx plan. Um, if you do not want that insurance plan, just let us know. We will need a little bit of information from you and then we can opt you out of it. Uh, but, uh, w- it's like, uh, do I just get enrolled into like something or it's a job? No, that's, it's not a job. It's an insurance policy. They automatically enroll you into that. Oh, okay. Okay. All right. So were you looking to opt out of that or did you want them to go ahead and enroll you? Uh, what, what happens if they enroll me, like, what's, like, what happens then, uh, what happens if I, like, opt out? So if they enroll you, then you're enrolled into a health insurance plan. If you opt out, then you're not enrolled into that health insurance plan. Okay. Uh, that's if, uh, I keep working for Surge, right? Yes. This is, this is as long as you're working through Surge. It does, it, it's, um, it's an insurance plan offered by Surge. Okay. Uh, because right now, currently I'm not, uh, working for Surge, but, uh, I'm looking for a job at Surge but I'm not currently working for Surge in the job. Okay. So, so this will, this enrollment will- ... if, if it were to happen, it will stay on file, meaning if you have e- if you ever work for Surge, like in the near future, then that enrollment will still, will still end up being on file and processed and you could still see those deductions coming out of your check for the premium. Oh, okay. Okay. And what will you need for me to enroll? Uh, to... So if you want them to automatically enroll you, then you don't need to do anything. If you do- Oh, okay. ... not want that insurance plan, then I need some information from you to make sure that you don't get enrolled. Oh, okay. No, that's fine. Uh, I don't have a problem with it. All right. Anything else? Uh, that'd be all, sir. All right. Thanks for calling and have a good day. You too, sir.

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 how can I help you today?

Speaker speaker_2: Uh, I had gotten a message about, uh, my new job in 30 days. And-

Speaker speaker_1: Okay.

Speaker speaker_2: ... uh, on the message it had ... number.

Speaker speaker_1: Okay. What exactly did the message that you received say? Could you read it out for me?

Speaker speaker_2: Yeah. It says, "Congrats on your, uh, on your job with Surge. You, we auto-enroll to, in to, uh, M-E-Z TeleR- TeleRx within 30 days. Call big at 800-497-4856 to make changes before your window closes."

Speaker speaker_1: Okay. So yeah, that's just advising that as a new hire with Surge Staffing they automatically enroll you into a health insurance policy known as the MEC-TeleRx plan. Um, if you do not want that insurance plan, just let us know. We will need a little bit of information from you and then we can opt you out of it.

Speaker speaker_2: Uh, but, uh, w- it's like, uh, do I just get enrolled into like something or it's a job?

Speaker speaker_1: No, that's, it's not a job. It's an insurance policy. They automatically enroll you into that.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: All right. So were you looking to opt out of that or did you want them to go ahead and enroll you?

Speaker speaker_2: Uh, what, what happens if they enroll me, like, what's, like, what happens then, uh, what happens if I, like, opt out?

Speaker speaker_1: So if they enroll you, then you're enrolled into a health insurance plan. If you opt out, then you're not enrolled into that health insurance plan.

Speaker speaker_2: Okay. Uh, that's if, uh, I keep working for Surge, right?

Speaker speaker_1: Yes. This is, this is as long as you're working through Surge. It does, it, it's, um, it's an insurance plan offered by Surge.

Speaker speaker_2: Okay. Uh, because right now, currently I'm not, uh, working for Surge, but, uh, I'm looking for a job at Surge but I'm not currently working for Surge in the job.

Speaker speaker_1: Okay. So, so this will, this enrollment will- ... if, if it were to happen, it will stay on file, meaning if you have e- if you ever work for Surge, like in the near future, then that enrollment will still, will still end up being on file and processed and you could still see those deductions coming out of your check for the premium.

Speaker speaker_2: Oh, okay. Okay. And what will you need for me to enroll?

Speaker speaker_1: Uh, to... So if you want them to automatically enroll you, then you don't need to do anything. If you do-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... not want that insurance plan, then I need some information from you to make sure that you don't get enrolled.

Speaker speaker_2: Oh, okay. No, that's fine. Uh, I don't have a problem with it.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Uh, that'd be all, sir.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You too, sir.