

## Transcript: Chris Sofield

(deactivated)-6555617992949760-5704822284140544

### 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? Yes, Chris, uh, I'd like to know, they, they sent me a message on my phone. Um, I just started working in this job, but, uh, I received this message. 00000000. And what was that? They say, they talking about, uh, I was selected, uh, approval, but I don't know if it's for the insurance or... Can you read the message for me, sir? Give me a second. Let me see if I can track it, though. Mm-hmm. Uh, they say, "Congratulations on your job with Surge. You will be auto-enrolled in Medicaid Telus RX within 30 days. Call BIC at 800." That's your number. That's for- Okay. ... me to start the changes or something like that? So Surge... So that's a message from Surge Staffing advising that as a new hire with them, they automatically enroll you into a medical insurance plan known as the MEC Telus Rx Plan for preventative care services only. Um, this also provides some prescription benefits through a membership to a program called FreeRx. Uh, this i- uh, this is something they do with all, uh, new hires of Surge Staffing. If you do not want this health insurance plan, just let us know and we can opt you out of that. Oh, okay. Okay. All right. Let me figure out what I want to do in this one because I got Tricare plus I got Humana. I don't think I need no more of this insurance. Okay, so if you want to opt out, I can get that done for you. I'll just need to pull up your file on our system to do so. To get that done- Oh. ... I'll need a little bit of information from you. Okay, let me... Before I do that, I don't want to be scammed or something like that. I'd like to know how... I, I got a question. On this insurance, can I putting my wife in it? Yes, you are, you are allowed to enroll your... So you can do yourself, you and your wife, you and your children, or you and the whole family. However you want to do that. Hmm. It's like a family health plan for everybody. Well, I, I, well, my daughter is over 30 years, 31 years old, she lives at my home. Would that include her over, you know, 21 years old? Uh, so up until they're 26, they can be added. If they're- Oh. ... older than 26, they can't be added. Hmm. Okay. So does this insurance cover, what it cover, or does health plans also... only? That's it? So there's... So Surge offers medical, dental, vision. Uh, let me take a look. I believe it's also short term disability, uh, life insurance, critical illnesses, accident coverage, and mental health services. Oh. Um, if, if you would like some information on all the plans that Surge offers, if you want to provide me with an email address, I can actually send you an information packet that goes over all of the plans that they offer. It'll let you give... It'll give you an idea of what kinds of services are covered, um, what kinds of plans are offered, and how much each plan would take out of your check every week. All right, that's pretty interesting. All right, you can send it to my email. Okay, and what is- And- ... your email address, sir? It's L-L-E-G-R-A-N-D6 1-4@gmail.com. All right. Okay, so this, this email is going to be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder, it might have gotten filtered there. Just give that a read through and, uh, whi- whichever

you want to do, if you want to enroll or if you want to decline, please give us a call back. Um, if you... That way, if you wish to decline, we can opt you out of it. Um, but if you want to enroll, we can set up whatever you want. Okay, well, let me... I've got time, what, 30 days before the 30 days go, correct? Yes, so, so once you've received your first paycheck, you have a 30-day window from that date to make any final decisions. Oh, okay. Well, fine. I will do that as soon as possible. I need to read about it a little bit because my wife really, she no have insurance and she just turned 66 and she retire early, so she no have insurance. So probably have to enroll some kind of insurance to cover her for the present time. So let me... Send me the information so I can sit down and read about it and make my decision. Yes, sir. That information has been sent to you, just give that a read through and give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Just be aware we'll be closed next Tuesday and Wednesday for New Year's. All right. Well, happy New Year to you too. Enjoy your holidays. Yes, sir. You too. Was there anything else I could help you with? No, sir. I thank you for... Thank you for your support. And have a good night. No problem. You as well. Thanks again for calling. Bye now. Yes, sir. Thank you. Bye-bye.

## 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: Yes, Chris, uh, I'd like to know, they, they sent me a message on my phone. Um, I just started working in this job, but, uh, I received this message. 00000000.

Speaker speaker\_1: And what was that?

Speaker speaker\_2: They say, they talking about, uh, I was selected, uh, approval, but I don't know if it's for the insurance or...

Speaker speaker\_1: Can you read the message for me, sir?

Speaker speaker\_2: Give me a second. Let me see if I can track it, though.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Uh, they say, "Congratulations on your job with Surge. You will be auto-enrolled in Medicaid Telus RX within 30 days. Call BIC at 800." That's your number. That's for-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... me to start the changes or something like that?

Speaker speaker\_1: So Surge... So that's a message from Surge Staffing advising that as a new hire with them, they automatically enroll you into a medical insurance plan known as the MEC Telus Rx Plan for preventative care services only. Um, this also provides some

prescription benefits through a membership to a program called FreeRx. Uh, this i- uh, this is something they do with all, uh, new hires of Surge Staffing. If you do not want this health insurance plan, just let us know and we can opt you out of that.

Speaker speaker\_2: Oh, okay. Okay. All right. Let me figure out what I want to do in this one because I got Tricare plus I got Humana. I don't think I need no more of this insurance.

Speaker speaker\_1: Okay, so if you want to opt out, I can get that done for you. I'll just need to pull up your file on our system to do so. To get that done-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... I'll need a little bit of information from you.

Speaker speaker\_2: Okay, let me... Before I do that, I don't want to be scammed or something like that. I'd like to know how... I, I got a question. On this insurance, can I putting my wife in it?

Speaker speaker\_1: Yes, you are, you are allowed to enroll your... So you can do yourself, you and your wife, you and your children, or you and the whole family. However you want to do that.

Speaker speaker\_2: Hmm. It's like a family health plan for everybody. Well, I, I, well, my daughter is over 30 years, 31 years old, she lives at my home. Would that include her over, you know, 21 years old?

Speaker speaker\_1: Uh, so up until they're 26, they can be added. If they're-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... older than 26, they can't be added.

Speaker speaker\_2: Hmm. Okay. So does this insurance cover, what it cover, or does health plans also... only? That's it?

Speaker speaker\_1: So there's... So Surge offers medical, dental, vision. Uh, let me take a look. I believe it's also short term disability, uh, life insurance, critical illnesses, accident coverage, and mental health services.

Speaker speaker\_2: Oh.

Speaker speaker\_1: Um, if, if you would like some information on all the plans that Surge offers, if you want to provide me with an email address, I can actually send you an information packet that goes over all of the plans that they offer. It'll let you give... It'll give you an idea of what kinds of services are covered, um, what kinds of plans are offered, and how much each plan would take out of your check every week.

Speaker speaker\_2: All right, that's pretty interesting. All right, you can send it to my email.

Speaker speaker\_1: Okay, and what is-

Speaker speaker\_2: And-

Speaker speaker\_1: ... your email address, sir?

Speaker speaker\_2: It's L-L-E-G-R-A-N-D6 1-4@gmail.com.

Speaker speaker\_1: All right. Okay, so this, this email is going to be coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder, it might have gotten filtered there. Just give that a read through and, uh, whi- whichever you want to do, if you want to enroll or if you want to decline, please give us a call back. Um, if you... That way, if you wish to decline, we can opt you out of it. Um, but if you want to enroll, we can set up whatever you want.

Speaker speaker\_2: Okay, well, let me... I've got time, what, 30 days before the 30 days go, correct?

Speaker speaker\_1: Yes, so, so once you've received your first paycheck, you have a 30-day window from that date to make any final decisions.

Speaker speaker\_2: Oh, okay. Well, fine. I will do that as soon as possible. I need to read about it a little bit because my wife really, she no have insurance and she just turned 66 and she retire early, so she no have insurance. So probably have to enroll some kind of insurance to cover her for the present time. So let me... Send me the information so I can sit down and read about it and make my decision.

Speaker speaker\_1: Yes, sir. That information has been sent to you, just give that a read through and give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Just be aware we'll be closed next Tuesday and Wednesday for New Year's.

Speaker speaker\_2: All right. Well, happy New Year to you too. Enjoy your holidays.

Speaker speaker\_1: Yes, sir. You too. Was there anything else I could help you with?

Speaker speaker\_2: No, sir. I thank you for... Thank you for your support. And have a good night.

Speaker speaker\_1: No problem. You as well. Thanks again for calling. Bye now.

Speaker speaker\_2: Yes, sir. Thank you. Bye-bye.