

Transcript: Estefania

Acevedo-5779938346745856-6670389857697792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Card. My name is Stephanie. How can I assist you? Hey, Stephanie. This is Demarius. I received a text message, um, saying, um, I've been re-enrolled into Tel-RX, TelRX, TeleRx. Told me to call, look for my window, 30-day window to make changes. I'm not sure what changes to make. Okay. Um, are you currently working for a staffing agency by any chance? Yes. Surge. Okay. So Surge auto-enrolls their members into a healthcare preventative plan called the MEC TeleRx. So that plan covers like one physical visit a year, some vaccinations, some cancer screenings, some STD screenings. So it's a preventative plan, but to, um, have it, they do weekly deductions out of your check to keep that coverage. They do auto-enroll you into that plan, so if you're not interested, I could go ahead and opt you out before they enroll you. Or if you are interested, I could provide additional information regarding the other plans that they also have to offer, um, which you could add as well to that coverage. C- can you see who, um, who, like what company is the coverage, uh, through? Are you able to see that? You, like the carriers? So the c- It just depends on what plan you were to select. Oh. Um, because we have- So, so... No, I'm saying the, um, the, like the company that, that initiated it, like that initiated So the benefits are through Surge Staffing. Oh, okay, okay, okay. Yeah. Okay. So that's why- Why? Um, that's... So those benefits, they offer for their employees, and they do auto-enroll their new employees into that preventative plan. Like I said, if you're not interested, I could go ahead and opt you out. Um, but if you aren't- Yeah. ... I could give you more information. Well, my question... Uh, so to- My question- ... give you information, I would have to get in your file. We are the healthcare administrators for multiple staffing agencies. Um, so different agencies offer different prices. So for Surge and your specific file, I would have to open it. And for that, I require the last four of your Social, and I do need you to verify, um, information before I give you that information, just for security purposes. Hm. It's, last, last four of my Social is 8014. Thank you. And then, is it Demaris? Demarius, yeah. Okay. And then could you please verify your full address as well as your date of birth? 3873 Soda Springs Drive, Las Vegas, Nevada 89105. Okay. And then what was your date of birth? 01/15/94. Okay. Your phone number, is it still the 702-801-2916? Mm-hmm. I have lastnamefirstname@yahoo.com. Is that still up to date? Uh, yeah, yeah. Okay. So, let me see how much that plan would be. So for the one that they auto-enroll you into, that one's called the MEC TeleRx, which is the one that you just mentioned from that text. So that plan is \$16.80. And that's your preventative plan, which covers one physical visit a year, some immunizations like the tetanus shot, HPV shot, some STD screenings, some cancer screenings, but it's only a preventative plan. Um, so if you were to go to the doctor with this plan, sick, it won't be covered, 'cause it's only for a preventative service. Uh, but they do also offer med- additional medical plans, f- um, something that's called Free Rx which gives you

access to over 800 of the top n- generic drugs prescribed in the US. Mm-hmm. They offer dental plan, term life, vision, group accident, but all of those have their, um, deductions. So depending on how many you select and depending if you choose dependents with those plans is how much the weekly deductions are from your paycheck. So th- this, this, yeah, that text wasn't, uh, any job like offer or anything like that, just, just, uh, medi- medical insurance? Correct. It's only medic- Oh. ... medical insurance. Okay. All right. I appreciate it. Y- I appreciate it. Uh. Thank you. Did you want me to opt you out, or did you wanna think about it? Because they do auto-enroll their members. Yeah, no. You can, you can e- you, you can leave it alone. You can leave it there. Okay, so don't do anything? Yeah, you can leave it there. Okay, that's fine. All right. Thank you for...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Stephanie. This is Demarius. I received a text message, um, saying, um, I've been re-enrolled into Tel-RX, TelRX, TeleRx. Told me to call, look for my window, 30-day window to make changes. I'm not sure what changes to make.

Speaker speaker_0: Okay. Um, are you currently working for a staffing agency by any chance?

Speaker speaker_1: Yes. Surge.

Speaker speaker_0: Okay. So Surge auto-enrolls their members into a healthcare preventative plan called the MEC TeleRx. So that plan covers like one physical visit a year, some vaccinations, some cancer screenings, some STD screenings. So it's a preventative plan, but to, um, have it, they do weekly deductions out of your check to keep that coverage. They do auto-enroll you into that plan, so if you're not interested, I could go ahead and opt you out before they enroll you. Or if you are interested, I could provide additional information regarding the other plans that they also have to offer, um, which you could add as well to that coverage.

Speaker speaker_1: C- can you see who, um, who, like what company is the coverage, uh, through? Are you able to see that?

Speaker speaker_0: You, like the carriers? So the c- It just depends on what plan you were to select.

Speaker speaker_1: Oh.

Speaker speaker_0: Um, because we have-

Speaker speaker_1: So, so... No, I'm saying the, um, the, like the company that, that initiated it, like that initiated

Speaker speaker_2: So the benefits are through Surge Staffing.

Speaker speaker_1: Oh, okay, okay, okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: So that's why-

Speaker speaker_1: Why?

Speaker speaker_2: Um, that's... So those benefits, they offer for their employees, and they do auto-enroll their new employees into that preventative plan. Like I said, if you're not interested, I could go ahead and opt you out. Um, but if you aren't-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... I could give you more information.

Speaker speaker_1: Well, my question...

Speaker speaker_2: Uh, so to-

Speaker speaker_1: My question-

Speaker speaker_2: ... give you information, I would have to get in your file. We are the healthcare administrators for multiple staffing agencies. Um, so different agencies offer different prices. So for Surge and your specific file, I would have to open it. And for that, I require the last four of your Social, and I do need you to verify, um, information before I give you that information, just for security purposes.

Speaker speaker_1: Hm. It's, last, last four of my Social is 8014.

Speaker speaker_2: Thank you. And then, is it Demaris?

Speaker speaker_1: Demarius, yeah.

Speaker speaker_2: Okay. And then could you please verify your full address as well as your date of birth?

Speaker speaker_1: 3873 Soda Springs Drive, Las Vegas, Nevada 89105.

Speaker speaker_2: Okay. And then what was your date of birth?

Speaker speaker_1: 01/15/94.

Speaker speaker_2: Okay. Your phone number, is it still the 702-801-2916?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I have lastnamefirstname@yahoo.com. Is that still up to date?

Speaker speaker_1: Uh, yeah, yeah.

Speaker speaker_2: Okay. So, let me see how much that plan would be. So for the one that they auto-enroll you into, that one's called the MEC TeleRx, which is the one that you just

mentioned from that text. So that plan is \$16.80. And that's your preventative plan, which covers one physical visit a year, some immunizations like the tetanus shot, HPV shot, some STD screenings, some cancer screenings, but it's only a preventative plan. Um, so if you were to go to the doctor with this plan, sick, it won't be covered, 'cause it's only for a preventative service. Uh, but they do also offer med- additional medical plans, f- um, something that's called Free Rx which gives you access to over 800 of the top n- generic drugs prescribed in the US.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: They offer dental plan, term life, vision, group accident, but all of those have their, um, deductions. So depending on how many you select and depending if you choose dependents with those plans is how much the weekly deductions are from your paycheck.

Speaker speaker_1: So th- this, this, yeah, that text wasn't, uh, any job like offer or anything like that, just, just, uh, medi- medical insurance?

Speaker speaker_2: Correct. It's only medic-

Speaker speaker_1: Oh.

Speaker speaker_2: ... medical insurance.

Speaker speaker_1: Okay. All right. I appreciate it. Y- I appreciate it.

Speaker speaker_2: Uh.

Speaker speaker_1: Thank you.

Speaker speaker_2: Did you want me to opt you out, or did you wanna think about it? Because they do auto-enroll their members.

Speaker speaker_1: Yeah, no. You can, you can e- you, you can leave it alone. You can leave it there.

Speaker speaker_2: Okay, so don't do anything?

Speaker speaker_1: Yeah, you can leave it there.

Speaker speaker_2: Okay, that's fine. All right. Thank you for...