

Transcript: Francesca

Baez-5024358162186240-6453375151063040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for c- my name is Francesca. How can I assist you today? Uh, yes, I just received a text. I was just wondering what it was about. Okay. What does the text message say? Uh, it just says, "Thanks for my job with Surge." And if I wanted to be, I guess, enrolled or something like that. I'm not sure. Hold on. Let me double check it. It says, "Cong- congrats on your job with Surge. You'll be auto enrolled in MEC Telerox within 30 days. Call BIC at 1-800-497-4856." Okay. Now, um- So if I'm not mistaking, the one that you received is in regards to your personal enrollment period, which is 30 days after your first paycheck. You have that time to enroll into the benefits they offer, like the medical insurance. Oh, okay. So this is- And then- ... like benefits... Okay. Mm-hmm. And then that MEC thing, they're letting you know that Surge has a company policy where they auto enroll their new members into that medical- Uh-huh. ... preventative care plan, which will be that MEC. Oh, okay. Our information is there, where Benefits in Our Cars. Um, that would be the BIC initials that you see in there. Uh-huh. We handle all of their medical benefits. So if you wanted to decline the auto enrollment so that they do not enroll you automatically or if you wanted- Okay. ... to enroll into any of the other medical insurance they offer, we will be the ones that will be able to process that for you. Okay. No, I mean, if they, if, if they automatically do it, I just was kind of a little bit confused with it, so I just called to find out what it was about. So if that's what it is, I'm, I'm pretty sure they have, they already, uh, have a certain thing that they do, 'cause I'm sure they would have called me. So all right. I, I just wanted to... I was just curious of what it was about. Of course. Did you want me to give you- Go ahead. ... more information about the plan they're going to auto enroll you into? What is that plan? So it's a medical preventative care plan. It would include the services of your screenings. Those will be like the blood pressure, iron deficiency, um, your counseling for like a healthy diet or avoiding the UV rays from the sun. Those preventative immunizations that we get, the tetanus, varicella pertussis shots. And then it's going to cover the generic preventative prescription, like tetanus and varicella. Even though it doesn't cover for you to see an in-person doctor at an emergency urgent care or your doctor's office in general, it does have a virtual urgent care and a 300X membership for the medications. Okay. And if I'm not mistaking as I'm looking here, it will be \$15.16 per paycheck that Surge will be taking out for that medical preventative- Okay. ... care plan. Oh, okay. So but I have... Uh, so I basically what I'll do is, uh, so they, they'll, they'll take that from the paychecks basically. Yes, sir. So unless you decline it, they're going to enroll you into it, and then prior to you getting your pay stub, Surge's system will make that deduction of the \$15.16 to pay for that plan weekly. Okay, so I'm, I'm, I'm going to just decline it. So what do I do? Just hit stop? Mm-hmm. Um, so I just need the last four of your Social and the last name to locate your account so I can process that declination for you. Okay, but is it, is it something that they

do automatically or is it just I have that option? So it's something that they do automatically. You will have to- Yeah. ... call us to decline it for you. 'Cause I know the other, other option when you decline it- No. ... is if you had applied for them online, I think at some point during the application, they ask you in regards to the insurance and some members do get to decline it while they're filling out the application online. Okay, so it's not a mandatory thing, but I do have the choice for it is what you're saying. Yes, sir, unless... The only thing that's meant that kind of has where you need to step in to stop it is the enrollment. It's not mandatory for you to have it. You can decline it so that they don't enroll you for it, but if you don't take any action- Okay. ... their system will enroll you, if that makes sense. Oh, okay. I got you. So they didn't enroll me yet. They, they're just... So I have the option... Okay, you could just, just cancel it 'cause that way I already have insurance and all that. All right. Well- So un- unless, unless you're saying that this is in case like something happens at the job or something like that, that they will take care of that or it's just it doesn't have anything to do with that? No, it wouldn't have anything to do with that. Um, there's also a thing that that plan is preventative, so even if you were to be injured regardless of whether it was at the job site or outside of the job- Right. ... that plan wouldn't cover for you to be seen at an ER since in ERs is going to be preventative. Right. So this is just an option that if I wanted it, I could, I could use it basically. Yes, sir. Okay. Yeah, so you could just... Yeah, you could cancel it 'cause I got insurance and all that already. All right. What are the last four of your Social and the last name? Yes, 3459 Julye, J-U-L-Y-E. All right. And then for security purposes, could you verify your mailing address and date of birth? Yes, it's 25... No, it's 2656 Jefferson Street, uh, 82784. That's Harrisburg, Pennsylvania, 17110. I believe we might have your old address actually. Uh, what is it? Uh, 7201 Allentown Boulevard? Yes, sir. That's the one we have. Okay. Okay. Okay, and then I see a best phone number, same as you're calling on, 717-894-4952, with the email of your first initial last name old seven @gmail.com? Yes. Okay. So you're actually a rehire, Mr. Julye, so the auto enrollment is not going to take effect with you since you're not a new hire. You worked with Surge back in 2023. Right. So their system has already taken you off that list. It just hasn't taken you off the list for the text message. Okay. I'll process a declination just so that we can have a record of you stating that for the 2024 offering you're currently not interested on them. Okay, that's all. That makes sense. All right. Was there anything else we can assist you aside from that today? No, I'm, I'm just glad that I called 'cause no... I was just about to ignore it, but I'm glad that I called. So that's it. All right, I hope you have a wonderful rest of your day and thank you for your call today. All right, thank you. No problem. Bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for c- my name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, I just received a text. I was just wondering what it was about.

Speaker speaker_1: Okay. What does the text message say?

Speaker speaker_2: Uh, it just says, "Thanks for my job with Surge." And if I wanted to be, I guess, enrolled or something like that. I'm not sure. Hold on. Let me double check it. It says, "Cong- congrats on your job with Surge. You'll be auto enrolled in MEC Telerox within 30 days. Call BIC at 1-800-497-4856."

Speaker speaker_1: Okay.

Speaker speaker_2: Now, um-

Speaker speaker_1: So if I'm not mistaking, the one that you received is in regards to your personal enrollment period, which is 30 days after your first paycheck. You have that time to enroll into the benefits they offer, like the medical insurance.

Speaker speaker_2: Oh, okay. So this is-

Speaker speaker_1: And then-

Speaker speaker_2: ... like benefits... Okay.

Speaker speaker_1: Mm-hmm. And then that MEC thing, they're letting you know that Surge has a company policy where they auto enroll their new members into that medical-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... preventative care plan, which will be that MEC.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Our information is there, where Benefits in Our Cars. Um, that would be the BIC initials that you see in there.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: We handle all of their medical benefits. So if you wanted to decline the auto enrollment so that they do not enroll you automatically or if you wanted-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to enroll into any of the other medical insurance they offer, we will be the ones that will be able to process that for you.

Speaker speaker_2: Okay. No, I mean, if they, if, if they automatically do it, I just was kind of a little bit confused with it, so I just called to find out what it was about. So if that's what it is, I'm, I'm pretty sure they have, they already, uh, have a certain thing that they do, 'cause I'm sure they would have called me. So all right. I, I just wanted to... I was just curious of what it was about.

Speaker speaker_1: Of course. Did you want me to give you-

Speaker speaker_2: Go ahead.

Speaker speaker_1: ... more information about the plan they're going to auto enroll you into?

Speaker speaker_2: What is that plan?

Speaker speaker_1: So it's a medical preventative care plan. It would include the services of your screenings. Those will be like the blood pressure, iron deficiency, um, your counseling for like a healthy diet or avoiding the UV rays from the sun. Those preventative immunizations that we get, the tetanus, varicella pertussis shots. And then it's going to cover the generic preventative prescription, like tetanus and varicella. Even though it doesn't cover for you to see an in-person doctor at an emergency urgent care or your doctor's office in general, it does have a virtual urgent care and a 300X membership for the medications.

Speaker speaker_2: Okay.

Speaker speaker_1: And if I'm not mistaking as I'm looking here, it will be \$15.16 per paycheck that Surge will be taking out for that medical preventative-

Speaker speaker_2: Okay.

Speaker speaker_1: ... care plan.

Speaker speaker_2: Oh, okay. So but I have... Uh, so I basically what I'll do is, uh, so they, they'll, they'll take that from the paychecks basically.

Speaker speaker_1: Yes, sir. So unless you decline it, they're going to enroll you into it, and then prior to you getting your pay stub, Surge's system will make that deduction of the \$15.16 to pay for that plan weekly.

Speaker speaker_2: Okay, so I'm, I'm, I'm going to just decline it. So what do I do? Just hit stop?

Speaker speaker_1: Mm-hmm. Um, so I just need the last four of your Social and the last name to locate your account so I can process that declination for you.

Speaker speaker_2: Okay, but is it, is it something that they do automatically or is it just I have that option?

Speaker speaker_1: So it's something that they do automatically. You will have to-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... call us to decline it for you. 'Cause I know the other, other option when you decline it-

Speaker speaker_2: No.

Speaker speaker_1: ... is if you had applied for them online, I think at some point during the application, they ask you in regards to the insurance and some members do get to decline it while they're filling out the application online.

Speaker speaker_2: Okay, so it's not a mandatory thing, but I do have the choice for it is what you're saying.

Speaker speaker_1: Yes, sir, unless... The only thing that's meant that kind of has where you need to step in to stop it is the enrollment. It's not mandatory for you to have it. You can decline it so that they don't enroll you for it, but if you don't take any action-

Speaker speaker_2: Okay.

Speaker speaker_1: ... their system will enroll you, if that makes sense.

Speaker speaker_2: Oh, okay. I got you. So they didn't enroll me yet. They, they're just... So I have the option... Okay, you could just, just cancel it 'cause that way I already have insurance and all that.

Speaker speaker_1: All right. Well-

Speaker speaker_2: So un- unless, unless you're saying that this is in case like something happens at the job or something like that, that they will take care of that or it's just it doesn't have anything to do with that?

Speaker speaker_1: No, it wouldn't have anything to do with that. Um, there's also a thing that that plan is preventative, so even if you were to be injured regardless of whether it was at the job site or outside of the job-

Speaker speaker_2: Right.

Speaker speaker_1: ... that plan wouldn't cover for you to be seen at an ER since in ERs is going to be preventative.

Speaker speaker_2: Right. So this is just an option that if I wanted it, I could, I could use it basically.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Yeah, so you could just... Yeah, you could cancel it 'cause I got insurance and all that already.

Speaker speaker_1: All right. What are the last four of your Social and the last name?

Speaker speaker_2: Yes, 3459 Julye, J-U-L-Y-E.

Speaker speaker_1: All right. And then for security purposes, could you verify your mailing address and date of birth?

Speaker speaker_2: Yes, it's 25... No, it's 2656 Jefferson Street, uh, 82784. That's Harrisburg, Pennsylvania, 17110.

Speaker speaker_1: I believe we might have your old address actually.

Speaker speaker_2: Uh, what is it? Uh, 7201 Allentown Boulevard?

Speaker speaker_1: Yes, sir. That's the one we have.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Okay, and then I see a best phone number, same as you're calling on, 717-894-4952, with the email of your first initial last name old seven @gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're actually a rehire, Mr. Julye, so the auto enrollment is not going to take effect with you since you're not a new hire. You worked with Surge back in 2023.

Speaker speaker_2: Right.

Speaker speaker_1: So their system has already taken you off that list. It just hasn't taken you off the list for the text message.

Speaker speaker_2: Okay.

Speaker speaker_1: I'll process a declination just so that we can have a record of you stating that for the 2024 offering you're currently not interested on them.

Speaker speaker_2: Okay, that's all. That makes sense.

Speaker speaker_1: All right. Was there anything else we can assist you aside from that today?

Speaker speaker_2: No, I'm, I'm just glad that I called 'cause no... I was just about to ignore it, but I'm glad that I called. So that's it.

Speaker speaker_1: All right, I hope you have a wonderful rest of your day and thank you for your call today.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem. Bye.

Speaker speaker_2: All right, bye-bye.