

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Cart. I'm calling to speak with Mr. Strong on behalf of Surge Staffing. Yes, this is Mitchell. Good afternoon, sir. Well, we're giving you a call regarding the text message that you received today to which you replied, "What is this?" Mm-hmm. So we're going to provide you information. Surge Systems sent you that text message informing you regarding their company policy, where they automatically enroll new hires into a medical preventative plan, which will be with that- Okay. ... Stay Healthy, MEC, TeleRx. So they're letting you know that if you do not want to be enrolled into it, just call so that we can decline you from it, as well as that you are able to enroll into any of the other insurance plans they offer. Okay, yes, I would like to be enrolled into it. Yes. All right. So that plan will be preventative only. What it's going to cover will be your preventative services like your annual physical, the screenings for your blood pressure or iron deficiency, preventative counselings for a healthy diet or avoiding UV exposures from the sun, along with your immunizations for influenza, varicella or pertussis. And then it covers your generic preventative prescriptions like statins and vitamins. Additionally, it will come with a virtual urgent care package and a free Rx membership for the prescriptions. And it does have a network requirement. Now keep in mind, since it is preventative only, what they consider hospital and ambulatory services, which are your doctor visits, the emergency room as well as surgeries, all of those things will not be covered under this plan since those services are not preventative. You will have to select a different plan if you were looking for that to be- Okay. ... covered under the policy. Were those services that you were looking to have cover as well? Um, yeah, but that's, that's okay. I, I, um, I'm still willing to be enrolled into the program. Understood. So I'll go ahead and let auto enrollment take effect. Would you like me to send you a copy of their benefit guide? That way you can skim through it and see if there's any other plan that you will be interested in enrolling? Yes. Um, and then can you provide me with your name one more time please? Of course. It is Francesca. Francesca. Can you pro- uh, can you spell that for me? Yes, sir. It will be F as in Brian, I mean as in Frank, R as in Ryan. Mm-hmm. A as in apple, N as in Nancy. Mm-hmm. C as in Charlie, H as in hotel. Mm-hmm. E as in echo, S as in Sam. Mm-hmm. And then lastly, C as in Charlie, A as in apple. Okay. Thank you. Of course. And then the deadline for your personal enrollment period is June 1st. That's the last day that you have to make any changes to a policy. Okay. And I'll go ahead and add that into your email that I'm sending you as well. All righty. Thank you. Of course. for me before I let you go? No, ma'am. Thank you. My pleasure. Have a great day and thank you so much for picking up my call. You do the same. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits in a Cart. I'm calling to speak with Mr. Strong on behalf of Surge Staffing.

Speaker speaker_2: Yes, this is Mitchell.

Speaker speaker_1: Good afternoon, sir. Well, we're giving you a call regarding the text message that you received today to which you replied, "What is this?"

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So we're going to provide you information. Surge Systems sent you that text message informing you regarding their company policy, where they automatically enroll new hires into a medical preventative plan, which will be with that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... Stay Healthy, MEC, TeleRx. So they're letting you know that if you do not want to be enrolled into it, just

Speaker speaker_3: call so that we can decline you from it, as well as that you are able to enroll into any of the other insurance plans they offer.

Speaker speaker_2: Okay, yes, I would like to be enrolled into it. Yes.

Speaker speaker_1: All right. So that plan will be preventative only. What it's going to cover will be your preventative services like your annual physical, the screenings for your blood pressure or iron deficiency, preventative counselings for a healthy diet or avoiding UV exposures from the sun, along with your immunizations for influenza, varicella or pertussis. And then it covers your generic preventative prescriptions like statins and vitamins. Additionally, it will come with a virtual urgent care package and a free Rx membership for the prescriptions. And it does have a network requirement. Now keep in mind, since it is preventative only, what they consider hospital and ambulatory services, which are your doctor visits, the emergency room as well as surgeries, all of those things will not be covered under this plan since those services are not preventative. You will have to select a different plan if you were looking for that to be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... covered under the policy. Were those services that you were looking to have cover as well?

Speaker speaker_2: Um, yeah, but that's, that's okay. I, I, um, I'm still willing to be enrolled into the program.

Speaker speaker_1: Understood. So I'll go ahead and let auto enrollment take effect. Would you like me to send you a copy of their benefit guide? That way you can skim through it and see if there's any other plan that you will be interested in enrolling?

Speaker speaker_2: Yes. Um, and then can you provide me with your name one more time please?

Speaker speaker_1: Of course. It is Francesca.

Speaker speaker_2: Francesca. Can you pro- uh, can you spell that for me?

Speaker speaker_1: Yes, sir. It will be F as in Brian, I mean as in Frank, R as in Ryan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: A as in apple, N as in Nancy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: C as in Charlie, H as in hotel.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: E as in echo, S as in Sam.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then lastly, C as in Charlie, A as in apple.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Of course. And then the deadline for your personal enrollment period is June 1st. That's the last day that you have to make any changes to a policy.

Speaker speaker_2: Okay.

Speaker speaker_1: And I'll go ahead and add that into your email that I'm sending you as well.

Speaker speaker_2: All righty. Thank you.

Speaker speaker_1: Of course.

Speaker speaker_3: for me before I let you go?

Speaker speaker_2: No, ma'am. Thank you.

Speaker speaker_1: My pleasure. Have a great day and thank you so much for picking up my call.

Speaker speaker_2: You do the same.

Speaker speaker_1: Thank you. Bye-bye.