

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, sir. My name's Jason Knight, and, uh, I'm just calling to check up all, uh... I'm working for, uh, Surge, and, uh, they sent me a text message the other day. And I'm just trying to call in about all these benefits and stuff that I'm supposed to be getting, \$15 a week. Okay. So did you want to accept the auto-enrollment or did you want to opt out of the automatic enrollment? Ah. Well, I'm trying to find out what it's all about. I mean... Okay. Um, so I do know that Surge Staffing auto-enrolls their new hires into the MBC TeleRx, usually 30 days after their first paycheck. However, it's a preventative healthcare service plan that covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. And I believe it's \$15.62 a week. But is that is... But is that for, uh, husband and wife or just the employee himself? Um, so that's just the automatic enrollment for the employee. Um, however, for employee plus spouse, it would be \$21.70 per week. Okay. Uh, all right, uh, question. Um, would it help with diabetes medications and stuff? Um, no. It covers preventative medicine, so as long as it's preventative-wise, it should be covered. Yes, sir. I mean, I have diabetes. That's why I was asking. Uh-huh. I do take medications already for, for diabetes. Let me see. Let me verify something.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, sir. My name's Jason Knight, and, uh, I'm just calling to check up all, uh... I'm working for, uh, Surge, and, uh, they sent me a text message the other day. And I'm just trying to call in about all these benefits and stuff that I'm supposed to be getting, \$15 a week.

Speaker speaker_0: Okay. So did you want to accept the auto-enrollment or did you want to opt out of the automatic enrollment?

Speaker speaker_1: Ah. Well, I'm trying to find out what it's all about. I mean...

Speaker speaker_0: Okay. Um, so I do know that Surge Staffing auto-enrolls their new hires into the MBC TeleRx, usually 30 days after their first paycheck. However, it's a preventative healthcare service plan that covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay

healthy. And I believe it's \$15.62 a week.

Speaker speaker_1: But is that is... But is that for, uh, husband and wife or just the employee hisself?

Speaker speaker_0: Um, so that's just the automatic enrollment for the employee. Um, however, for employee plus spouse, it would be \$21.70 per week.

Speaker speaker_1: Okay. Uh, all right, uh, question. Um, would it help with diabetes medications and stuff?

Speaker speaker_0: Um, no. It covers preventative medicine, so as long as it's preventative-wise, it should be covered. Yes, sir.

Speaker speaker_1: I mean, I have diabetes. That's why I was asking.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: I do take medications already for, for diabetes.

Speaker speaker_0: Let me see. Let me verify something.