

## Transcript: Justin

**Mills-5607210052173824-6383041267580928**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yeah, I got a question. Uh, so I have received this medical card in the mail, and I didn't know if I... I had already, uh, got like a plan with y'all or- Oh. If we automatically get it or what? What's the staffing agency you work for? Serge. Okay. Well, I do know that Serge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck, so that's probably what happened. However, I can pull your file for you to confirm that information if need be. Yeah, if you don't mind. Yeah. Okay. So Serge Staffing, what's the last four of your social? 0019. And what was your last name, Henry? James. Mm-hmm. And for security purposes, can you verify the home address, including city, state and zip code? 501 Eric Avenue, Apartment K79, Bowling Green, Kentucky, 42101. And confirm your date of birth? 0107, 1999. And a good telephone number I have is 364-203-9451. Yes, sir. And the email I have is henryhj270 at gmail? Yes, sir. Okay. So looking at the file, yes, so it does look like Serge Staffing automatically enrolled you into that medical plan. Okay, so what is it? Uh, \$15 a check, or how does it go? What's the price of it? Um, so your total deduction is \$15.16. However, that covers all of your preventative healthcare services, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services are like your physical exams, STD checks, vaccinations, pretty much things that generally make you stay healthy. Okay. So like... All right, so if I went to like a zip clinic or something, let's say I was sick or, you know, something going on, I went to a zip clinic, I would have to pay out of my pocket? Um, so you wouldn't have coverage for that visit because that's not preventative-wise. So if you go to the doctor, say, for like a physical exam, say if you go to the doctor for like a STD check, uh, or vaccinate... Uh, vaccines, stuff... Pretty much things that generally make you stay healthy. So you can't be sick, so you're, you're still a healthy person, but you're preventing things from happening to you, if that makes any sense. Oh, okay. Okay, um... And it pays for medication too? Uh, it includes a subscription to FreeRx. Um, so if you go to freerx.com, uh, there is a list of medicin- medications that are covered under that website. Either they can be sent to your house directly or picked up at your local pharmacy. Um, I can email you a, um, FreeRx registration email so you can gain access to that benefit. Um, uh, I thi- I think I'm good on that 'cause you cancel it or do I have to have it? Yeah. Uh, I can... No, it's totally up to you. I can cancel the coverage for you. Um, but I will go ahead and cancel that for you. All right. Um, but I do want to let you know, cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Henry? Okay. Okay. Well, is there anything else- All right. ... I helped you out with today? That'd be all. Awesome. Well, you have a wonderful day, okay? Uh, you too. Thank you. You're welcome. 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 Justin. How can I help you today?

Speaker speaker\_2: Uh, yeah, I got a question. Uh, so I have received this medical card in the mail, and I didn't know if I... I had already, uh, got like a plan with y'all or-

Speaker speaker\_1: Oh.

Speaker speaker\_2: If we automatically get it or what?

Speaker speaker\_1: What's the staffing agency you work for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: Okay. Well, I do know that Serge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck, so that's probably what happened. However, I can pull your file for you to confirm that information if need be.

Speaker speaker\_2: Yeah, if you don't mind.

Speaker speaker\_1: Yeah. Okay. So Serge Staffing, what's the last four of your social?

Speaker speaker\_2: 0019.

Speaker speaker\_1: And what was your last name, Henry?

Speaker speaker\_2: James.

Speaker speaker\_1: Mm-hmm. And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker\_2: 501 Eric Avenue, Apartment K79, Bowling Green, Kentucky, 42101.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 0107, 1999.

Speaker speaker\_1: And a good telephone number I have is 364-203-9451.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is henryhj270 at gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. So looking at the file, yes, so it does look like Serge Staffing automatically enrolled you into that medical plan.

Speaker speaker\_2: Okay, so what is it? Uh, \$15 a check, or how does it go? What's the price of it?

Speaker speaker\_1: Um, so your total deduction is \$15.16. However, that covers all of your preventative healthcare services, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services are like your physical exams, STD checks, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker\_2: Okay. So like... All right, so if I went to like a zip clinic or something, let's say I was sick or, you know, something going on, I went to a zip clinic, I would have to pay out of my pocket?

Speaker speaker\_1: Um, so you wouldn't have coverage for that visit because that's not preventative-wise. So if you go to the doctor, say, for like a physical exam, say if you go to the doctor for like a STD check, uh, or vaccinate... Uh, vaccines, stuff... Pretty much things that generally make you stay healthy. So you can't be sick, so you're, you're still a healthy person, but you're preventing things from happening to you, if that makes any sense.

Speaker speaker\_2: Oh, okay. Okay, um... And it pays for medication too?

Speaker speaker\_1: Uh, it includes a subscription to FreeRx. Um, so if you go to freerx.com, uh, there is a list of medicin- medications that are covered under that website. Either they can be sent to your house directly or picked up at your local pharmacy. Um, I can email you a, um, FreeRx registration email so you can gain access to that benefit.

Speaker speaker\_2: Um, uh, I thi- I think I'm good on that 'cause you cancel it or do I have to have it?

Speaker speaker\_1: Yeah. Uh, I can... No, it's totally up to you. I can cancel the coverage for you. Um, but I will go ahead and cancel that for you.

Speaker speaker\_2: All right.

Speaker speaker\_1: Um, but I do want to let you know, cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Henry?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Well, is there anything else-

Speaker speaker\_2: All right.

Speaker speaker\_0: ... I helped you out with today?

Speaker speaker\_2: That'd be all.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Uh, you too. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.