

Transcript: Malcolm

Nash-4642665211674624-6173206067068928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is how can I help you? Yes, I got a call or text to call BIC. What'd the text message say? It says 30 day window with Surge. So that's the automatic text that goes out to new hires congratulating them on getting a job with Surge and letting them know that they have 30 days to get enrolled into the coverage or decline the coverage or they'll be auto enrolled into the MEC plan that Surgeons offers. What, what is it? It's health insurance. The MEC plan is a preventive care plan. It'd be good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. And the, how much does that cost? It's typically around \$16, \$18. Oh, okay. Okay. You of course have the option to decline it if you didn't want to get enrolled. If you don't decline, they do auto enroll you into the plan. How do I do that? If you want to decline it, I can do it over the phone. Will I, will I be able to resign up for it if I needed it? Yes, ma'am. You can, you have 30 days within, you have 30 days from the date you received your first paycheck. After those 30 days, you have to wait until a company open enrollment period. You have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. What is the last four of your Social? 2553. First name? Dasha. Say that one more time. Dasha. Last name? Bradley. For security purposes, please verify your address and date of birth for me. 924 Madison Avenue, Apartment C, Madison, Illinois 62060, July 17th, 1983. I just got that decline for you, Ms. Bradley. Was there anything else I can help you with today? No, thank you. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Okay, thanks. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is how can I help you?

Speaker speaker_2: Yes, I got a call or text to call BIC.

Speaker speaker_1: What'd the text message say?

Speaker speaker_2: It says 30 day window with Surge.

Speaker speaker_1: So that's the automatic text that goes out to new hires congratulating them on getting a job with Surge and letting them know that they have 30 days to get enrolled into the coverage or decline the coverage or they'll be auto enrolled into the MEC plan that

Surgeons offers.

Speaker speaker_2: What, what is it?

Speaker speaker_1: It's health insurance. The MEC plan is a preventive care plan. It'd be good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services.

Speaker speaker_2: And the, how much does that cost?

Speaker speaker_1: It's typically around \$16, \$18.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: You of course have the option to decline it if you didn't want to get enrolled. If you don't decline, they do auto enroll you into the plan.

Speaker speaker_2: How do I do that?

Speaker speaker_1: If you want to decline it, I can do it over the phone.

Speaker speaker_2: Will I, will I be able to resign up for it if I needed it?

Speaker speaker_1: Yes, ma'am. You can, you have 30 days within, you have 30 days from the date you received your first paycheck. After those 30 days, you have to wait until a company open enrollment period. You have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: 2553.

Speaker speaker_1: First name?

Speaker speaker_2: Dasha.

Speaker speaker_1: Say that one more time.

Speaker speaker_2: Dasha.

Speaker speaker_1: Last name?

Speaker speaker_2: Bradley.

Speaker speaker_1: For security purposes, please verify your address and date of birth for me.

Speaker speaker_2: 924 Madison Avenue, Apartment C, Madison, Illinois 62060, July 17th, 1983.

Speaker speaker_1: I just got that decline for you, Ms. Bradley. Was there anything else I can help you with today?

Speaker speaker_2: No, thank you.

Speaker speaker_1: Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: Thank you.