

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Hi, I just got a message from, from y'all saying, "Congrats on your job with Surge. You will be auto enrolled in E, in M-E-C tel- TeleRX within 30 days." Um, I just wanted to call and ask what was that about? Okay. So, that is a health insurance that Surge, um, provides to their employees. If you don't, if you don't decline it, they will auto enroll you. Right. It's for preventive care only. Let's say- Um... Excuse me? Yeah, and, and what does that cover or how does that work? How much do they charge? That's what I was going to explain, they charge \$15.16 per paycheck. Um, you have to use a participating provider in order for the 50 years to be covered 100% and you are responsible to pay for the doctor's visit. You could check like, doing your physical, cholesterol, diabetes, that type of preventive care. Oh, okay. And it's only like health, there's, is there like vision, dental? They do offer vision and dental. They have different medical plans as well. Okay. Um- You do have 30 days from your first paycheck to enroll. I'm sorry, from the first day you started working to enroll. Okay. Um, okay. Yeah, I just wanted to call and get some information. Just don't forget, if you don't want it, um, to be auto enrolled, you can decline it online or give us a call. H- how can I decline it online? Um, you need, you didn't get a link? Uh, no, it just has a call out number. Okay. So, it will be mybiac.com and then the slash and you will put search that way. Oh, okay. Okay. All right? All right, thank you. Thank you for giving us a call. Have a great rest of the day.

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 Pamela speaking, how may I help you?

Speaker speaker_2: Hi, I just got a message from, from y'all saying, "Congrats on your job with Surge. You will be auto enrolled in E, in M-E-C tel- TeleRX within 30 days." Um, I just wanted to call and ask what was that about?

Speaker speaker_1: Okay. So, that is a health insurance that Surge, um, provides to their employees. If you don't, if you don't decline it, they will auto enroll you.

Speaker speaker_2: Right.

Speaker speaker_1: It's for preventive care only. Let's say-

Speaker speaker_2: Um...

Speaker speaker_1: Excuse me?

Speaker speaker_2: Yeah, and, and what does that cover or how does that work? How much do they charge?

Speaker speaker_1: That's what I was going to explain, they charge \$15.16 per paycheck. Um, you have to use a participating provider in order for the 50 years to be covered 100% and you are responsible to pay for the doctor's visit. You could check like, doing your physical, cholesterol, diabetes, that type of preventive care.

Speaker speaker_2: Oh, okay. And it's only like health, there's, is there like vision, dental?

Speaker speaker_1: They do offer vision and dental. They have different medical plans as well.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: You do have 30 days from your first paycheck to enroll. I'm sorry, from the first day you started working to enroll.

Speaker speaker_2: Okay. Um, okay. Yeah, I just wanted to call and get some information.

Speaker speaker_1: Just don't forget, if you don't want it, um, to be auto enrolled, you can decline it online or give us a call.

Speaker speaker_2: H- how can I decline it online?

Speaker speaker_1: Um, you need, you didn't get a link?

Speaker speaker_2: Uh, no, it just has a call out number.

Speaker speaker_1: Okay. So, it will be mybiac.com and then the slash and you will put search that way.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: All right?

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.