

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Paola speaking. How may I help you? Yes, ma'am. I'm just calling... I got a text about TellRx because I'm working through Surge, and I just wanted to get more information on that, what I needed to do, how much it costs, all that kind of information. Okay. So, um... May I have the last four digits of your Social so I can pull up your file? Yes, ma'am. 3531. Your first and last name? Brandi Lovett. Ms. Lovett- Yeah. ... for security reasons and just to make sure we are in the correct file, we need to verify the complete address and date of birth. Okay. 4-18-80 is the date of birth and the address is PO Box 2217, Albertville, Alabama 35950. That's my PO box, and I also have a mailing address if you need that. We have the mailing address. Okay. All right. I mean the physical. I'm sorry. Oh, you have the physical? That's 60 Lewis Avenue, Albertville, Alabama 35950. Thank you for the information. We have a telephone number on file. Uh, 256-221-4750, and your email is brandilovett, first last name, 2024@gmail.com. Yes, ma'am. That's correct. Right. So, um, so Surge will auto enroll you in a preventive care plan called MEC TellRx, which, um, the way this plan works is that you are responsible to pay for the doctor's visit. Now, the insurance going to cover 100% your preventive care, like testing your cholesterol, diabetes, mammary mammogram, pap smear. You have to use a participating provider in order for the procedures to be covered 100%. And the- Okay. ... tel- the... And they also have... It also include a prescription plan that you need to, um, create your profile online. And you will go get your prescription at no extra cost or a very low cost, depending on the prescription. Okay. Now, is that just for... You said that's just for preventative care. That's not like if I had to go to the emergency room or had issue come up, it doesn't cover any of that? Yeah. Mm-hmm. It's just for, like, yearly preventative care? Yes, ma'am. Okay. Um, it- I could send you a free guide, if you would like, so you could see the rest of the plans that they offer. Um, yeah, that would be great. Can you send that to my email or to my mail? Sure. To your email. Okay. I will be able to send it to your email. Now, what we could do, we could decline the auto enrollment for now. You still have 30 days from your first paycheck to... I mean, I'm sorry, from the first day you started working. Let me see how much time you have. Uh-huh. Okay. All right, yeah. Let's go ahead and do that, and then I'll just decline right now. But then as soon as I get the information and read over it, if I want to opt back in, I can call you within 30 days and do that. Correct, ma'am? You will have until the 12th... Until the 12th... Let me see. Of April? April. Okay. The 12th of April. No, actually- That's all right. Actually, the 11th. The 12th is a, uh, a Saturday, and we don't open on Saturday. Okay, so the 11th. The 11th. The 11th of April. Okay. Yeah. So the mail will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay, I'll check that too. And who will it be coming from again? Info@benefitsinacard. Okay. Info@benefitsinacard. All right. Well, thank you very much, ma'am, for your help today. All right. I appreciate it. I'm going to look over that, and I'll give you

a call back, okay? No problem. Thank you for giving us a call. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Paola speaking. How may I help you?

Speaker speaker_1: Yes, ma'am. I'm just calling... I got a text about TellRx because I'm working through Surge, and I just wanted to get more information on that, what I needed to do, how much it costs, all that kind of information.

Speaker speaker_0: Okay. So, um... May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Yes, ma'am. 3531.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Brandi Lovett.

Speaker speaker_0: Ms. Lovett- Yeah. ... for security reasons and just to make sure we are in the correct file, we need to verify the complete address and date of birth.

Speaker speaker_1: Okay. 4-18-80 is the date of birth and the address is PO Box 2217, Albertville, Alabama 35950. That's my PO box, and I also have a mailing address if you need that.

Speaker speaker_0: We have the mailing address.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: I mean the physical. I'm sorry.

Speaker speaker_1: Oh, you have the physical? That's 60 Lewis Avenue, Albertville, Alabama 35950.

Speaker speaker_0: Thank you for the information. We have a telephone number on file. Uh, 256-221-4750, and your email is brandilovett, first last name, 2024@gmail.com.

Speaker speaker_1: Yes, ma'am. That's correct.

Speaker speaker_0: Right. So, um, so Surge will auto enroll you in a preventive care plan called MEC TellRx, which, um, the way this plan works is that you are responsible to pay for the doctor's visit. Now, the insurance going to cover 100% your preventive care, like testing your cholesterol, diabetes, mammary mammogram, pap smear. You have to use a participating provider in order for the procedures to be covered 100%. And the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... tel- the... And they also have... It also include a prescription plan that you need to, um, create your profile online. And you will go get your prescription at no extra

cost or a very low cost, depending on the prescription.

Speaker speaker_1: Okay. Now, is that just for... You said that's just for preventative care. That's not like if I had to go to the emergency room or had issue come up, it doesn't cover any of that?

Speaker speaker_0: Yeah. Mm-hmm.

Speaker speaker_1: It's just for, like, yearly preventative care?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Um, it-

Speaker speaker_0: I could send you a free guide, if you would like, so you could see the rest of the plans that they offer.

Speaker speaker_1: Um, yeah, that would be great. Can you send that to my email or to my mail?

Speaker speaker_0: Sure. To your email.

Speaker speaker_1: Okay.

Speaker speaker_0: I will be able to send it to your email. Now, what we could do, we could decline the auto enrollment for now. You still have 30 days from your first paycheck to... I mean, I'm sorry, from the first day you started working. Let me see how much time you have.

Speaker speaker_1: Uh-huh. Okay. All right, yeah. Let's go ahead and do that, and then I'll just decline right now. But then as soon as I get the information and read over it, if I want to opt back in, I can call you within 30 days and do that. Correct, ma'am?

Speaker speaker_0: You will have until the 12th... Until the 12th... Let me see.

Speaker speaker_1: Of April?

Speaker speaker_0: April.

Speaker speaker_1: Okay. The 12th of April.

Speaker speaker_0: No, actually-

Speaker speaker_1: That's all right.

Speaker speaker_0: Actually, the 11th. The 12th is a, uh, a Saturday, and we don't open on Saturday.

Speaker speaker_1: Okay, so the 11th.

Speaker speaker_0: The 11th.

Speaker speaker_1: The 11th of April. Okay.

Speaker speaker_0: Yeah. So the mail will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay, I'll check that too. And who will it be coming from again?

Speaker speaker_0: Info@benefitsinacard.

Speaker speaker_1: Okay. Info@benefitsinacard. All right. Well, thank you very much, ma'am, for your help today.

Speaker speaker_0: All right.

Speaker speaker_1: I appreciate it. I'm going to look over that, and I'll give you a call back, okay?

Speaker speaker_0: No problem. Thank you for giving us a call.

Speaker speaker_1: All right. Bye-bye.