

Transcript: Sara

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Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, yes. My name is Josh Benkes. Hello, sir. How may I help you? Oh, yeah, I just got this text message today, uh, because I'm through Surge Staffing, and I'm wondering what this Benefits Card is, exactly. Okay. We are the healthcare administrators for, um, different staffing companies, including Surge Staffing. If you received a message, can you read- read the message for me? Um, yeah, it said, "Congrats on your job with Surge. You'll be auto-enrolled in NEC TeleRx within 30 days." And the caller's number, don't make any changes. Okay. What they're letting you know there is that you have 30 days from your first paycheck in order to enroll in healthcare benefits or choose your own plan, or to decline enrollment. Other way, they're gonna automatically, they're gonna enroll you on, uh, that plan called NEC TeleRx, which is a preventive care plan. All righty. So, who would I have to talk to, to get enrolled? Uh, it is healthcare, right? Yes. It's- it's through us. Let me check your account. All right, um, okay. Okay. May I have the last four digits of your Social Security number? Uh, 8378... Thank you, Mr. Josh Benkes. And, uh, just for security purposes, can you please verify your address and date of birth? Uh, 314 Crestwood Drive, Apartment 35, Willard, Ohio. And, uh, my date of birth is September 22nd, 1997. And is your email: lemongindustries@gmail.com? Yeah. And is your phone number 567-805-1250? Yep. Thank you very much. Okay. The plan, they're, um, they will auto-enroll you. It's a preventive care plan only. That one includes, uh, Free Rx, Virtual Urgent Care, the MultiPlan network is include, and, um, they're required network for, uh, the, their coverage. Uh, what they cover is one physical yearly examination, blood pressure screenings, cholesterol, colorectal cancer screenings, depression, diabetes, hepatitis, HIV, uh, lung cancer, et cetera. And they will provide counseling for healthy diet and tobacco cessation, pro- STIs prevention. They will cover aspirins and statins. And they will cover immunizations like influenza, tetanus, diphtheria, HPV, shingles, rubella, meningococcal, hepatitis A and B, um, and plus the physical yearly examination. Uh, everything will be covered 100% as long as you go with their network. Um, you will be paying for this plan \$16.80 per week. There is two other plans that are medical, but, n- they don't include any, uh, preventive care. The names are VIP- Okay. ... VIP Standard and VIP Classic. Uh, the Standard will cost you \$17.63, and the Classic will cost you \$19.53. Okay, they will cover only a flat fee. They don't work like a, the regular insurance, like a percentage after deductible, no. Let me explain you that. Like, if you're going for a emergency room, they will cover \$50 per day for two days. For a- Wait. ... surgery... Sir, go ahead. Um, I'm wondering, can I see this online and make my decisions on- Mm-hmm. ... a website, by chance? Yes. Yes. Let me send you the Benefit Guide to your email. All righty. I know there is too many names and too many numbers . Yeah. No, I definitely understand you. Okay. And the other thing is, if you're not sure, just remember, you need to decline, uh, with us. The only way to

decline is, uh, through us. Other way, after 30 days, they're gonna out-enroll you on that, uh, preventive care plan. All righty. Sounds- sounds good. Do I just let, do I just call this number to let 'em know I wanted to opt out, or is it also on the website, too? Uh, n- no. It has to be this number, through us. I mean if you want to do it- Okay. No. I'm just wondering. ... go ahead and do it now or... No, no. I don't wanna opt out. Or we... I wanna, I wanna look at it first. I want to see if ... this is something I wanna do. And did you... Okay, perfect. Yep. Okay, give me a minute. I'm working on this Benefit Guide. Okay. Yeah, I already sent it. Um, could you check your email and see if something from info@benefitsinacard? All righty. Let me... Give me one second. Yes, I have received it. Oh, okay. So, just remember, you have 30 days from your first paycheck in order to enroll. All righty. And we're gonna be here Monday through Friday, 8:00 AM until 8:00 PM Eastern Time. All righty. Thank you very much. You're more than welcome, sir. Have a wonderful day, and thank you for calling Benefits In a Card. Yep. Thank you. Okay. You're welcome. Bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, yes. My name is Josh Benkes. Hello, sir. How may I help you? Oh, yeah, I just got this text message today, uh, because I'm through Surge Staffing, and I'm wondering what this Benefits Card is, exactly. Okay. We are the healthcare administrators for, um, different staffing companies, including Surge Staffing. If you received a message, can you read- read the message for me? Um, yeah, it said, "Congrats on your job with Surge. You'll be auto-enrolled in NEC TeleRx within 30 days." And the caller's number, don't make any changes. Okay. What they're letting you know there is that you have 30 days from your first paycheck in order to enroll in healthcare benefits or choose your own plan, or to decline enrollment. Other way, they're gonna automatically, they're gonna enroll you on, uh, that plan called NEC TeleRx, which is a preventive care plan. All righty. So, who would I have to talk to, to get enrolled? Uh, it is healthcare, right? Yes. It's- it's through us. Let me check your account. All right, um, okay. Okay. May I have the last four digits of your Social Security number? Uh, 8378... Thank you, Mr. Josh Benkes. And, uh, just for security purposes, can you please verify your address and date of birth? Uh, 314 Crestwood Drive, Apartment 35, Willard, Ohio. And, uh, my date of birth is September 22nd, 1997. And is your email: lemongindustries@gmail.com? Yeah. And is your phone number 567-805-1250? Yep. Thank you very much. Okay. The plan, they're, um, they will auto-enroll you. It's a preventive care plan only. That one includes, uh, Free Rx, Virtual Urgent Care, the MultiPlan network is include, and, um, they're required network for, uh, the, their coverage. Uh, what they cover is one physical yearly examination, blood pressure screenings, cholesterol, colorectal cancer screenings, depression, diabetes, hepatitis, HIV, uh, lung cancer, et cetera. And they will provide counseling for healthy diet and tobacco cessation, pro- STIs prevention. They will cover aspirins and statins. And they will cover immunizations like influenza, tetanus, diphtheria, HPV, shingles, rubella, meningococcal, hepatitis A and B, um, and plus the physical yearly examination. Uh, everything will be covered 100% as long as you go with their network. Um, you will be paying for this plan \$16.80 per week. There is two other plans that are medical, but, n- they don't include any, uh, preventive care. The names are VIP- Okay. ...

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