

Transcript: VICTORIA

Taylor-4705925955895296-6553071776743424

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, um, I have received a text message, uh, that said, "Congrats on your job with Surge. You will be automatically enrolled in MEC, uh, TelaRx within 30 days. Uh, call B at..." Like, the number that I called. I was trying to see what w- what that was about. So that's one of the medical plans that they offer. Um, as the text says, they'll, they'll automatically enroll you into that unless you opt out beforehand, and they typically enroll you into it 30 days from the date of your first check. But basically, that medical plan covers your preventative healthcare at 100% as long as you stay in the network, which is MultiPlan. Um, it covers things like yearly physicals, vaccinations and preventative screenings. It does also come with a subscription to FreeRx, which is like a prescription plan. Most of the medications covered under that plan are free. If it isn't free, it would be at a discounted rate, just depending on the medication itself. And then it also comes with, um, virtual urgent care. Okay. Uh, go ahead, though- So is that something that you're wanting? Uh, ma'am? I was just asking if that was something you're wanting to opt out of. Uh, no, ma'am. I want, I want, I want to stay in it. Okay. Um, I'm not sure if you're already enrolled or not. That really just depends on how long you've been with them. Uh, like I said, it... Typically they enroll you into it 30 days from the date of your first check. Yes, ma'am. Okay. All right, thank you. You're welcome. You have a wonderful day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, um, I have received a text message, uh, that said, "Congrats on your job with Surge. You will be automatically enrolled in MEC, uh, TelaRx within 30 days. Uh, call B at..." Like, the number that I called. I was trying to see what w- what that was about.

Speaker speaker_1: So that's one of the medical plans that they offer. Um, as the text says, they'll, they'll automatically enroll you into that unless you opt out beforehand, and they typically enroll you into it 30 days from the date of your first check. But basically, that medical plan covers your preventative healthcare at 100% as long as you stay in the network, which is MultiPlan. Um, it covers things like yearly physicals, vaccinations and preventative screenings. It does also come with a subscription to FreeRx, which is like a prescription plan.

Most of the medications covered under that plan are free. If it isn't free, it would be at a discounted rate, just depending on the medication itself. And then it also comes with, um, virtual urgent care.

Speaker speaker_2: Okay. Uh, go ahead, though-

Speaker speaker_1: So is that something that you're wanting?

Speaker speaker_2: Uh, ma'am?

Speaker speaker_1: I was just asking if that was something you're wanting to opt out of.

Speaker speaker_2: Uh, no, ma'am. I want, I want, I want to stay in it.

Speaker speaker_1: Okay. Um, I'm not sure if you're already enrolled or not. That really just depends on how long you've been with them. Uh, like I said, it... Ty- typically they enroll you into it 30 days from the date of your first check.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.