

Transcript: VICTORIA

Taylor-4840092210348032-6745903417311232

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Um, hi. I work with Surge, uh, Staffing Company, and on my paycheck they, um, are taking out eMed and I was asking about that and they gave me this number to call. Okay. Uh, let me pull up your file. What's the last four of your SS number? 2921. And your first and last name? Kimberly Jackson. Okay. Do you mind, your address and date of birth? Uh, Post Office Box 3014, Clarksville, Indiana 47131. Uh, 4/12/78 is my birthday. All right. Phone number 605-409-8931? Mm-hmm. And then email is heartsong30@gmail.com? Yes. Okay. So Surge Staffing automatically enrolls members into one of the medical plans, the MEC TeleRX. Mm-hmm. Um, they automatically enroll you into that 30 days from the date of your first check, unless you opt out. Um, so that medical plan is specifically designed for like your preventative healthcare. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. It does also come with a, uh, subscription to FreeRX, which is like a prescription plan, and it also comes with, uh, virtual urgent care. Okay. I don't need none of that, I already have insurance. So could I opt out of this? Um, so you're already enrolled, we wouldn't be able to opt you out. But I can put in a request to have it canceled for you. Okay. Yeah, I'd appreciate that 'cause I'm already paying for insurance. Okay. Um, I know typically cancellations take about one to two weeks to be processed through payroll. Okay. Uh, so you may see one to two more deductions. If you do, of course it's gonna provide the coverage you are paying for until the cancellation has been processed. Okay. That's fine. Uh, was there anything else you might need help with? No, that's all. All righty. You have a wonderful day. All right. You too. Thank you so much. Thank you. Bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Um, hi. I work with Surge, uh, Staffing Company, and on my paycheck they, um, are taking out eMed and I was asking about that and they gave me this number to call.

Speaker speaker_1: Okay. Uh, let me pull up your file. What's the last four of your SS number?

Speaker speaker_2: 2921.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Kimberly Jackson.

Speaker speaker_1: Okay. Do you mind, your address and date of birth?

Speaker speaker_2: Uh, Post Office Box 3014, Clarksville, Indiana 47131. Uh, 4/12/78 is my birthday.

Speaker speaker_1: All right. Phone number 605-409-8931?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then email is heartsong30@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So Surge Staffing automatically enrolls members into one of the medical plans, the MEC TeleRX.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, they automatically enroll you into that 30 days from the date of your first check, unless you opt out. Um, so that medical plan is specifically designed for like your preventative healthcare. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. It does also come with a, uh, subscription to FreeRX, which is like a prescription plan, and it also comes with, uh, virtual urgent care.

Speaker speaker_2: Okay. I don't need none of that, I already have insurance. So could I opt out of this?

Speaker speaker_1: Um, so you're already enrolled, we wouldn't be able to opt you out. But I can put in a request to have it canceled for you.

Speaker speaker_2: Okay. Yeah, I'd appreciate that 'cause I'm already paying for insurance.

Speaker speaker_1: Okay. Um, I know typically cancellations take about one to two weeks to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, so you may see one to two more deductions. If you do, of course it's gonna provide the coverage you are paying for until the cancellation has been processed.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: Uh, was there anything else you might need help with?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: All right. You too. Thank you so much.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: All right. Bye-bye.