

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. This is John Roberts. Uh, I work for Sp- uh, Surge Staffing, and I was trying to see, uh, what kind of insurance that I had under, you know, under them and whether I was a, a, uh, what I was, uh, eligible for and all that. Okay. Um, let me try to pull up your file. What's the last four of your Social? 6193. Okay. Do you mind verifying your address and date of birth? 848 , Apartment 75, Tupelo, Mississippi 3377. The number is 662-260-8507. That's a old number. Okay. Uh, the phone number you're calling from now, is that the phone number that we, we can reach you at? Right, right. Okay. And then email is boighotti60 at gmail? Right. All right, so it looks like you're enrolled into the, uh, MEC TeleRx, which is a, um, medical plan specifically for, like, your preventative care, so that's yearly physicals, vaccinations and preventative screenings that would be covered at 100% as long as you stay in network. It does also come with virtual urgent care and then a, um, subscription to FreeRx, which is like a prescription plan. Do they have... It don't have the option, like, if you get hurt it's, uh, disability or nothing like that, or I- or you have to be out for anything medical? Uh, there is short term disability being offered, but you're not enrolled into that. And also, another thing is that Surge is not currently in a open enrollment period where you can add that on. Uh, they typically have their open enrollment during August of every year. Okay. So once, you know, once we get closer to August and they actually open up the enrollment period, you can add it on, but you're not currently enrolled into that. I wonder why I, why I didn't get that at the beginning. It's something you would have had to request. The only reason why you're enrolled into coverage is because they automatically enroll all of their new hires into the plan that you're currently in unless you opt out. So if you're wanting a different plan, that's something you have to request, or if you're wanting to add on to the enrollment, you would have had to request that. Uh, I was just trying to see, well did I, did I have any kind of... 'Cause I gotta have surgery and I'm gonna be out for a little while, and I was trying to see, w- would I be... You know, can I, will I be getting paid while I'm out? And I see I won't, so I probably won't even be coming back to this, this job. Okay. I don't see, I don't see where benefit it is. It ain't benefiting me none. I can just get rid of it, can't I? I mean, I can definitely put in a request to have it canceled for you if you would like. Um, I do know with cancellations, they are not immediate. It takes about one to two weeks for the cancellation to be processed through your payroll. There's a possibility you would see one to two more deductions. If you do, of course it will provide the coverage you're paying for until the cancellation has been processed by payroll. Oh, so, so I'm just... I just, I just, it's just good for, like, going onto a doctor visit? It's good for yearly physicals, vaccinations, preventative screenings. Um, like I said, you do also get the virtual urgent care and, uh, the FreeRx prescription. Mm. Uh, let me see. Can I get a, a, a policy number or something that I can send to these folks and see if they, if they can use it, use this sur-

insurance for anything that I have to do? 'Cause I need to know that. I can send you a copy of... Yeah, I can send you a copy of the ID card to your email, but like I said, this is mainly for preventative care, so if you're having surgery, it's not gonna provide coverage for that. Oh, well, I don't, I don't need, I don't feel, I don't need it then. Okay. Well, I'm just gonna send it to your email so that you have that. Now, were you wanting to cancel the coverage? I mean, it's gonna cancel itself. Once, once I stop working, it's gonna cancel itself anyway. Okay. Do you need help with anything else? No, that's it. All righty. You have a wonderful day. Yeah.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hey, Victoria. This is John Roberts. Uh, I work for Sp- uh, Surge Staffing, and I was trying to see, uh, what kind of insurance that I had under, you know, under them and whether I was a, a, uh, what I was, uh, eligible for and all that.

Speaker speaker_0: Okay. Um, let me try to pull up your file. What's the last four of your Social?

Speaker speaker_1: 6193.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 848 , Apartment 75, Tupelo, Mississippi 3377.

Speaker speaker_0: The number is 662-260-8507.

Speaker speaker_1: That's a old number.

Speaker speaker_0: Okay. Uh, the phone number you're calling from now, is that the phone number that we, we can reach you at?

Speaker speaker_1: Right, right.

Speaker speaker_0: Okay. And then email is boighotti60 at gmail?

Speaker speaker_1: Right.

Speaker speaker_0: All right, so it looks like you're enrolled into the, uh, MEC TeleRx, which is a, um, medical plan specifically for, like, your preventative care, so that's yearly physicals, vaccinations and preventative screenings that would be covered at 100% as long as you stay in network. It does also come with virtual urgent care and then a, um, subscription to FreeRx, which is like a prescription plan.

Speaker speaker_1: Do they have... It don't have the option, like, if you get hurt it's, uh, disability or nothing like that, or I- or you have to be out for anything medical?

Speaker speaker_0: Uh, there is short term disability being offered, but you're not enrolled into that. And also, another thing is that Surge is not currently in a open enrollment period

where you can add that on. Uh, they typically have their open enrollment during August of every year.

Speaker speaker_1: Okay.

Speaker speaker_0: So once, you know, once we get closer to August and they actually open up the enrollment period, you can add it on, but you're not currently enrolled into that.

Speaker speaker_1: I wonder why I, why I didn't get that at the beginning.

Speaker speaker_0: It's something you would have had to request. The only reason why you're enrolled into coverage is because they automatically enroll all of their new hires into the plan that you're currently in unless you opt out. So if you're wanting a different plan, that's something you have to request, or if you're wanting to add on to the enrollment, you would have had to request that.

Speaker speaker_1: Uh, I was just trying to see, well did I, did I have any kind of... 'Cause I gotta have surgery and I'm gonna be out for a little while, and I was trying to see, w- would I be... You know, can I, will I be getting paid while I'm out? And I see I won't, so I probably won't even be coming back to this, this job.

Speaker speaker_0: Okay.

Speaker speaker_1: I don't see, I don't see where benefit it is. It ain't benefiting me none. I can just get rid of it, can't I?

Speaker speaker_0: I mean, I can definitely put in a request to have it canceled for you if you would like. Um, I do know with cancellations, they are not immediate. It takes about one to two weeks for the cancellation to be processed through your payroll. There's a possibility you would see one to two more deductions. If you do, of course it will provide the coverage you're paying for until the cancellation has been processed by payroll.

Speaker speaker_1: Oh, so, so I'm just... I just, I just, it's just good for, like, going onto a doctor visit?

Speaker speaker_0: It's good for yearly physicals, vaccinations, preventative screenings. Um, like I said, you do also get the virtual urgent care and, uh, the FreeRx prescription.

Speaker speaker_1: Mm. Uh, let me see. Can I get a, a, a policy number or something that I can send to these folks and see if they, if they can use it, use this sur- insurance for anything that I have to do? 'Cause I need to know that.

Speaker speaker_0: I can send you a copy of... Yeah, I can send you a copy of the ID card to your email, but like I said, this is mainly for preventative care, so if you're having surgery, it's not gonna provide coverage for that.

Speaker speaker_1: Oh, well, I don't, I don't need, I don't feel, I don't need it then.

Speaker speaker_0: Okay. Well, I'm just gonna send it to your email so that you have that. Now, were you wanting to cancel the coverage?

Speaker speaker_1: I mean, it's gonna cancel itself. Once, once I stop working, it's gonna cancel itself anyway.

Speaker speaker_0: Okay. Do you need help with anything else?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: Yeah.