

Transcript: VICTORIA

Taylor-5063245455376384-5367797006155776

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? Uh, yes, my name is Michael Davenport. I work for Surge, uh, Staffing. I just got a text saying that I was auto- I'm gonna be auto, uh, enrolled in some kind of, uh, MEC, uh, Rx thing. I don't even know what that is. That's why I'm calling. Okay. So Surge Staffing will automatically enroll members into the MEC tel Rx? Which is- Yeah, that's what it is. ... basically a... So it's basically- Go ahead. ... a preventative medical plan that covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. It also comes with a, um, pharmacy subscription plan that if it is one of the covered medications, it would be free. And what you would pay a week for that plan is \$16.80. Okay. How many programs do y'all have that are auto enroll- enrollment like this? 'Cause I just canceled the healthcare yesterday and got a email confirming that, and now here's another one. I wanna cancel this. I don't want anything taken out of my check. Yeah. To my knowledge, they only automatically enroll you into that specific plan, but I can pull up your file and make sure it's been declined. Well, I just got a text saying that I was- I'm auto-enrolled in this whole new thing, uh, that's gonna take place in 30 days if I didn't call this number. So yes, I wanna have all that canceled. I don't want any money taken out of my check for healthcare at all whatsoever. Okay. What's the last four of your social? It's 1814. Your first and last name? Michael Davenport. Okay. Do you mind verifying your address and date of birth? Uh, yes. It's 4- My address is 415 Iroquois Drive. My birthdate is February 8th, 1988. Phone number 270-777-5030? Yes, that's correct. Email is deepbluelight2288@gmail.com? Yes, correct. Okay. Yeah, so you were de- You were already opted out of the coverage, so you probably just got a reminder text message that's sent to everybody, but it's been declined. Okay. Thank you for verifying that, because, you know, the text, it was like... Whatever that program, something MEC Rx, it didn't s- That wasn't specified. And the other number, this might have been the same number I called yesterday, I'm not even sure, but, uh, Jamie at Surge in Bowling Green, Kentucky, which I live in, uh, sent- uh, gave me that number to, uh, call to opt out of that. So ju- uh, I guess it's the same thing, so thank you for verifying that for me. Yes, sir. I see that you called us yesterday and declined, so you're good to go. All right. I appreciate it, Victoria. You have a good rest of the day. You too. Bye-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 Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, yes, my name is Michael Davenport. I work for Surge, uh, Staffing. I just got a text saying that I was aut- I'm gonna be auto, uh, enrolled in some kind of, uh, MEC, uh, Rx thing. I don't even know what that is. That's why I'm calling.

Speaker speaker_1: Okay. So Surge Staffing will automatically enroll members into the MEC tel Rx? Which is-

Speaker speaker_2: Yeah, that's what it is.

Speaker speaker_1: ... basically a... So it's basically-

Speaker speaker_2: Go ahead.

Speaker speaker_1: ... a preventative medical plan that covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. It also comes with a, um, pharmacy subscription plan that if it is one of the covered medications, it would be free. And what you would pay a week for that plan is \$16.80.

Speaker speaker_2: Okay. How many programs do y'all have that are auto enroll- enrollment like this? 'Cause I just canceled the healthcare yesterday and got a email confirming that, and now here's another one. I wanna cancel this. I don't want anything taken out of my check.

Speaker speaker_1: Yeah. To my knowledge, they only automatically enroll you into that specific plan, but I can pull up your file and make sure it's been declined.

Speaker speaker_2: Well, I just got a text saying that I was- I'm auto-enrolled in this whole new thing, uh, that's gonna take place in 30 days if I didn't call this number. So yes, I wanna have all that canceled. I don't want any money taken out of my check for healthcare at all whatsoever.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: It's 1814.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Michael Davenport.

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

Speaker speaker_2: Uh, yes. It's 4- My address is 415 Iroquois Drive. My birthdate is February 8th, 1988.

Speaker speaker_1: Phone number 270-777-5030?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Email is deepbluelight2288@gmail.com?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: Okay. Yeah, so you were de- You were already opted out of the coverage, so you probably just got a reminder text message that's sent to everybody, but it's been declined.

Speaker speaker_2: Okay. Thank you for verifying that, because, you know, the text, it was like... Whatever that program, something MEC Rx, it didn't s- That wasn't specified. And the other number, this might have been the same number I called yesterday, I'm not even sure, but, uh, Jamie at Surge in Bowling Green, Kentucky, which I live in, uh, sent- uh, gave me that number to, uh, call to opt out of that. So ju- uh, I guess it's the same thing, so thank you for verifying that for me.

Speaker speaker_1: Yes, sir. I see that you called us yesterday and declined, so you're good to go.

Speaker speaker_2: All right. I appreciate it, Victoria. You have a good rest of the day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Bye.