

## **Transcript: VICTORIA**

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### **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, Surge told me to call you. I don't know what force it is, something about enroll 30 days. I don't know what that's about. So we administer medical insurance for Surge Staffing, and I know that they will automatically enroll members into one of the medical plans unless you opt out beforehand. Mm-hmm. Are you wanting to, are you wanting to opt out? What does opt out mean, ma'am? Like decline the coverage. Oh, does it, does it cost or something, like... Yes. So- I don't know that. ... the MEC TeleRx is specifically designed for your preventative health care. So it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in that work. It also comes- Mm-hmm. ... with a, um, subscription to a pharmacy plan through FreeRx. If it is one of the covered medications, it would be free. Um- So that- And let me see. Cost for the plan... I do have- Sorry, my computer's just messing up. The cost for the plan weekly would be \$16.80 a week. Well, i- it was just gonna take it outta my check? Yes, they automatically enroll members into that 30 days from the date of your first check. Okay. Well this is... That's okay. Okay. Did you need help with anything else? No, ma'am. All right. You have a wonderful day. Okay. Thank you. Thank you. 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, Surge told me to call you. I don't know what force it is, something about enroll 30 days. I don't know what that's about.

Speaker speaker\_1: So we administer medical insurance for Surge Staffing, and I know that they will automatically enroll members into one of the medical plans unless you opt out beforehand.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Are you wanting to, are you wanting to opt out?

Speaker speaker\_2: What does opt out mean, ma'am?

Speaker speaker\_1: Like decline the coverage.

Speaker speaker\_2: Oh, does it, does it cost or something, like...

Speaker speaker\_1: Yes. So-

Speaker speaker\_2: I don't know that.

Speaker speaker\_1: ... the MEC TeleRx is specifically designed for your preventative health care. So it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in that work. It also comes-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... with a, um, subscription to a pharmacy plan through FreeRx. If it is one of the covered medications, it would be free. Um-

Speaker speaker\_2: So that-

Speaker speaker\_1: And let me see. Cost for the plan...

Speaker speaker\_2: I do have-

Speaker speaker\_1: Sorry, my computer's just messing up. The cost for the plan weekly would be \$16.80 a week.

Speaker speaker\_2: Well, i- it was just gonna take it outta my check?

Speaker speaker\_1: Yes, they automatically enroll members into that 30 days from the date of your first check.

Speaker speaker\_2: Okay. Well this is... That's okay.

Speaker speaker\_1: Okay. Did you need help with anything else?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: All right. You have a wonderful day.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.