

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Yeah, so I just received a text message from you guys saying, uh, "Congratulations on the job. Uh, you will be automatically enrolled with the MEC tel rx." I don't know what that is. Okay. What's the name of the agency you work for? Uh, Surge Staffing. Okay. So Surge Staffing automatically enrolls new hires into one of the medical plans that they offer unless you opt out beforehand, uh, which is the MEC tel rx. That plan is specifically designed for like your preventative health care. Um, 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 subscription to FreeRx which is a prescription plan, and it also comes with virtual urgent care. Um- Oh, okay. ... for employee only it looks like it's, uh, \$16.80 a week. Okay. Uh, how do I opt out? 'Cause I already have a medical, I have, uh, health insurance already. I don't want to mess that up. Okay. I can pull up your file and decline it for you. What's the last four of your Social? 3873. And your first and last name? Ruben Reeves. All right. Do you mind verifying your address and date of birth? Do I have to send my credit score then? Yes. For security purposes I have to verify I'm looking at the correct file. Oh, I'm okay now. I, I, I go through the, uh, staffing agency. I don't like giving my date of birth or my Social Security number, nothing like that. Okay. Yeah. So unfortunately that's information I would need. So if you're uncomfortable with that then you will need to reach out to your employer to decline coverage. Okay. Thank you so much. You're welcome. Have a good day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yeah, so I just received a text message from you guys saying, uh, "Congratulations on the job. Uh, you will be automatically enrolled with the MEC tel rx." I don't know what that is.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Surge Staffing.

Speaker speaker\_0: Okay. So Surge Staffing automatically enrolls new hires into one of the medical plans that they offer unless you opt out beforehand, uh, which is the MEC tel rx. That plan is specifically designed for like your preventative health care. Um, 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 subscription to FreeRx which is a prescription plan, and it also comes with virtual urgent care. Um-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... for employee only it looks like it's, uh, \$16.80 a week.

Speaker speaker\_1: Okay. Uh, how do I opt out? 'Cause I already have a medical, I have, uh, health insurance already. I don't want to mess that up.

Speaker speaker\_0: Okay. I can pull up your file and decline it for you. What's the last four of your Social?

Speaker speaker\_1: 3873.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Ruben Reeves.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Do I have to send my credit score then?

Speaker speaker\_0: Yes. For security purposes I have to verify I'm looking at the correct file.

Speaker speaker\_1: Oh, I'm okay now. I, I, I go through the, uh, staffing agency. I don't like giving my date of birth or my Social Security number, nothing like that.

Speaker speaker\_0: Okay. Yeah. So unfortunately that's information I would need. So if you're uncomfortable with that then you will need to reach out to your employer to decline coverage.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: You too.