

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Casey. Um, I'm actually going through Surge Staffing's, um, application process, and it indicates here that I either need to give you guys a call, um, if I choose to opt out, or I'll be automatically enrolled. But it doesn't provide, um, any more information. Like does the... Who's the coverage through and how much does it cost? So there's actually a couple different plans being offered through Surge but the one that they specifically, um, like the automatic enrollment, that is specifically for the MEC TeleRx, which it is just a preventative medical plan, um, that, you know, provides coverage for your preventative services, so yearly physicals, vaccinations. Uh, preventative screenings would be 100% covered as long as you stay within the multi-plan network. Um, now it does also come with a subs- subscription to FreeRx, which is like a prescription plan, and then it also comes with a virtual, uh, virtual urgent care benefit. But that's pretty much everything that, uh, the plan they automatically enroll you into covers, and it costs \$16.80 a week for employee only. \$16.80 a week? Yeah, \$16.80 a week. Now do you have the- And does this happen... Oh, go ahead. Sorry. No, you're fine. Go ahead. No, I just, I wanted to know, like I'm generally pretty healthy. I just didn't know, like, you know, God forbid something like of a catastrophic nature happened, like a car accident or something like that. Um, it doesn't sound like this plan covers any of that. No, unfortunately n- not. It's a... What this plan specifically covers is, like, your preventative services. The only non-preventative service it comes with, with is the, uh, virtual urgent care. Now like I said, there are other plans to choose from. That's just the plan that they specifically automatically enroll you into. Uh, so I was gonna- Okay, at this time... Oh, sorry. Go ahead. You're fine. I was gonna say, you know, at this time I'm gonna opt out. Um, it says here call the number. Uh, let me see here, or click on the link to the next page if you do not enroll. If you do not enroll by choosing one of these options, you will be automatically enrolled in your medical MEC, Minimal Essential Coverage plan. So at this time I would like to opt out. Am I able to do that for you? Sure. And you said you're in the application process? Yeah, I, I was having issues logging in but I have... I'm going through the onboarding portion of it and it's... It must have benefits in a card enrollment portion. Okay. Um, I'll probably have to make a file for you, and then once I get it made I'll be able to opt you out. What's your, uh, first and last name? Um, my first name is Casey. It's spelled K-A-S-E-Y. And my last name is Benjamin, spelled B-E-N-J-A-M-I-N. And your full social? Uh, 530-51-5386. And your date of birth? 7/25/8... Oh, sorry. 7/25/89. And then, uh, your mailing address. Mailing address. Uh, it is 6300 South Los Altos. Two words. L-O-S, second word A-L-O-T-S Parkway. Apartment number 165, and that's Sparks, Nevada 89436. Okay. Uh, okay. And do you have a good email address? I do. It's uh, um, letter K as in kilo, C as in Charlie, L as in Lima, E as in echo, E as in echo, B as in bravo, 13 at gmail.com. All righty, so I got your file made and I'm declining the coverage now.

So you should be good to go from here, and now you may, uh, get like a text message reminder in the next one to two weeks. It's sent out to all new hires, um, just reminding you of the auto-enrollment, but since we're declining coverage today, you don't need to call back. Okay. Is there any possible way that you could provide me with some type of, like, confirmation or your name or anything like that just so... If there is discrepancy in my paycheck or something? Yeah, there shouldn't be, but my name is Victoria and I can put together a, uh, confirmation and send it to your email. That would be greatly appreciated. Thank you. You're welcome. Do you need help with anything else? Can you say your name? Sorry, Victoria? Yes. Uh-huh. Thank you. Sorry, my grandma's calling me. I told her I'd call her after work and I need to call her, so she's... I'm like, "Grandma, I will call you back. Hold on a minute." Okay. No worries. Uh, no, that's all at this time. Thank you. You're welcome. Have a good day. You too. Take care. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. My name is Casey. Um, I'm actually going through Surge Staffing's, um, application process, and it indicates here that I either need to give you guys a call, um, if I choose to opt out, or I'll be automatically enrolled. But it doesn't provide, um, any more information. Like does the... Who's the coverage through and how much does it cost?

Speaker speaker_0: So there's actually a couple different plans being offered through Surge but the one that they specifically, um, like the automatic enrollment, that is specifically for the MEC TeleRx, which it is just a preventative medical plan, um, that, you know, provides coverage for your preventative services, so yearly physicals, vaccinations. Uh, preventative screenings would be 100% covered as long as you stay within the multi-plan network. Um, now it does also come with a subs- subscription to FreeRx, which is like a prescription plan, and then it also comes with a virtual, uh, virtual urgent care benefit. But that's pretty much everything that, uh, the plan they automatically enroll you into covers, and it costs \$16.80 a week for employee only.

Speaker speaker_1: \$16.80 a week?

Speaker speaker_0: Yeah, \$16.80 a week. Now do you have the-

Speaker speaker_1: And does this happen... Oh, go ahead. Sorry.

Speaker speaker_0: No, you're fine. Go ahead.

Speaker speaker_1: No, I just, I wanted to know, like I'm generally pretty healthy. I just didn't know, like, you know, God forbid something like of a catastrophic nature happened, like a car accident or something like that. Um, it doesn't sound like this plan covers any of that.

Speaker speaker_0: No, unfortunately n- not. It's a... What this plan specifically covers is, like, your preventative services. The only non-preventative service it comes with, with is the, uh,

virtual urgent care. Now like I said, there are other plans to choose from. That's just the plan that they specifically automatically enroll you into. Uh, so I was gonna-

Speaker speaker_1: Okay, at this time... Oh, sorry. Go ahead.

Speaker speaker_0: You're fine.

Speaker speaker_1: I was gonna say, you know, at this time I'm gonna opt out. Um, it says here call the number. Uh, let me see here, or click on the link to the next page if you do not enroll. If you do not enroll by choosing one of these options, you will be automatically enrolled in your medical MEC, Minimal Essential Coverage plan. So at this time I would like to opt out. Am I able to do that for you?

Speaker speaker_0: Sure. And you said you're in the application process?

Speaker speaker_1: Yeah, I, I was having issues logging in but I have... I'm going through the onboarding portion of it and it's... It must have benefits in a card enrollment portion.

Speaker speaker_0: Okay. Um, I'll probably have to make a file for you, and then once I get it made I'll be able to opt you out. What's your, uh, first and last name?

Speaker speaker_1: Um, my first name is Casey. It's spelled K-A-S-E-Y. And my last name is Benjamin, spelled B-E-N-J-A-M-I-N.

Speaker speaker_0: And your full social?

Speaker speaker_1: Uh, 530-51-5386.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 7/25/8... Oh, sorry. 7/25/89.

Speaker speaker_0: And then, uh, your mailing address.

Speaker speaker_1: Mailing address. Uh, it is 6300 South Los Altos. Two words. L-O-S, second word A-L-O-T-S Parkway. Apartment number 165, and that's Sparks, Nevada 89436.

Speaker speaker_0: Okay. Uh, okay. And do you have a good email address?

Speaker speaker_1: I do. It's uh, um, letter K as in kilo, C as in Charlie, L as in Lima, E as in echo, E as in echo, B as in bravo, 13 at gmail.com.

Speaker speaker_0: All righty, so I got your file made and I'm declining the coverage now. So you should be good to go from here, and now you may, uh, get like a text message reminder in the next one to two weeks. It's sent out to all new hires, um, just reminding you of the auto-enrollment, but since we're declining coverage today, you don't need to call back.

Speaker speaker_1: Okay. Is there any possible way that you could provide me with some type of, like, confirmation or your name or anything like that just so... If there is discrepancy in my paycheck or something?

Speaker speaker_0: Yeah, there shouldn't be, but my name is Victoria and I can put together a, uh, confirmation and send it to your email.

Speaker speaker_1: That would be greatly appreciated. Thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: Can you say your name? Sorry, Victoria?

Speaker speaker_0: Yes. Uh-huh.

Speaker speaker_1: Thank you. Sorry, my grandma's calling me. I told her I'd call her after work and I need to call her, so she's... I'm like, "Grandma, I will call you back. Hold on a minute." Okay.

Speaker speaker_0: No worries.

Speaker speaker_1: Uh, no, that's all at this time. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Take care. Bye-bye. Bye-bye.