

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits This is Victoria. How can I help you? Well, I have a question. Okay. My wife was down in Zane's... M- my wife was in Zane's filling out all the paperwork for her new job, and they gave her this card and said to call up to cancel something, and I don't remember what it was for. Uh- This is, uh, medical insurance. Okay. Yeah. She doesn't want it. Is she nearby that I can speak with her? She's at work. Okay. Yeah, she'll just have to give us a call so that we can pull up her file and cancel it for her. What kind of medical insurance? Does it cost money or what's the deal? Yes, it would cost money. Um, it really depends on her employer. Do you know the name of the staffing agency? Yes. It's, um, uh... You asked me too quick. Uh, the bacon place here in Coshockton, um, Kraft. Kraft Homes. Okay. What's the, uh, the, the actual staffing agency? Surge. Surge? Okay. So I believe... Let me pull it up. The plan that they automatically enroll members into is the MEC TeleRx, which is basically a preventative medical plan. Um, so it covers things like yearly physicals, vaccinations and preventative screenings at 100%. Um, it does also come with virtual urgent care and a subscription of FreeRx, which is like a prescription plan. And what they charge for that weekly is \$16.80. Okay. All righty. I'll have her call you when, when she's available. All right. Thank you. Do you need help with anything else? Nope. That's it. Bye. All righty. Bye-bye.

Conversation Format

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

Speaker speaker_1: Well, I have a question.

Speaker speaker_0: Okay.

Speaker speaker_1: My wife was down in Zane's... M- my wife was in Zane's filling out all the paperwork for her new job, and they gave her this card and said to call up to cancel something, and I don't remember what it was for. Uh-

Speaker speaker_0: This is, uh, medical insurance.

Speaker speaker_1: Okay. Yeah. She doesn't want it.

Speaker speaker_0: Is she nearby that I can speak with her?

Speaker speaker_1: She's at work.

Speaker speaker_0: Okay. Yeah, she'll just have to give us a call so that we can pull up her file and cancel it for her.

Speaker speaker_1: What kind of medical insurance? Does it cost money or what's the deal?

Speaker speaker_0: Yes, it would cost money. Um, it really depends on her employer. Do you know the name of the staffing agency?

Speaker speaker_1: Yes. It's, um, uh... You asked me too quick. Uh, the bacon place here in Coshockton, um, Kraft. Kraft Homes.

Speaker speaker_0: Okay. What's the, uh, the, the actual staffing agency?

Speaker speaker_1: Surge.

Speaker speaker_0: Surge? Okay. So I believe... Let me pull it up. The plan that they automatically enroll members into is the MEC TeleRx, which is basically a preventative medical plan. Um, so it covers things like yearly physicals, vaccinations and preventative screenings at 100%. Um, it does also come with virtual urgent care and a subscription of FreeRx, which is like a prescription plan. And what they charge for that weekly is \$16.80.

Speaker speaker_1: Okay. All righty. I'll have her call you when, when she's available.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: Do you need help with anything else?

Speaker speaker_1: Nope. That's it. Bye.

Speaker speaker_0: All righty. Bye-bye.