

Transcript: VICTORIA

Taylor-6552332456869888-6052923994456064

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I just got a message about me opting into the benefits. What are the, what's the benefit there? Is that for insurance and stuff? Yes, this would be for insurance. Now we work for multiple staffing agencies and everyone's a little different. What's the agency you're going through? Through Crown Staffing. Okay. Give me one second. All right, so it looks like they do automatically enroll new hires into one of the plans unless you opt out. Uh, the plan is the MEC TeleRx, which is basically a preventative medical plan. So it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Um, it does also come with virtual urgent care and then, like, a subscription to FreeRx, which is a prescription plan. Um, and what they charge for it a week for employee only is, uh, \$15.67. Oh, I don't want it- I don't want it. Okay, let me just pull up your file so I can opt you out of that. What's the last four of your Social? 4580. And your first and last name? Brian Ben. All right. Do you mind verifying your address and date of birth? 7/30/84 for the birth date and 716 Third Terrace, Pleasant Grove, 35127. And then phone number is 659-837-9726. Yes, ma'am. And then email is first and, excuse me, first and last name, then number seven, @gmail.com. Correct. Okay. I will go ahead and decline it and you're good to go from here. Thank you so much. You're welcome. You have a wonderful day.

Conversation Format

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

Speaker speaker_1: Yes, I just got a message about me opting into the benefits. What are the, what's the benefit there? Is that for insurance and stuff?

Speaker speaker_0: Yes, this would be for insurance. Now we work for multiple staffing agencies and everyone's a little different. What's the agency you're going through?

Speaker speaker_1: Through Crown Staffing.

Speaker speaker_0: Okay. Give me one second. All right, so it looks like they do automatically enroll new hires into one of the plans unless you opt out. Uh, the plan is the MEC TeleRx, which is basically a preventative medical plan. So it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Um, it does also come with virtual urgent care and then, like, a subscription to FreeRx, which is a prescription plan. Um, and what they charge for it a week for employee only is, uh, \$15.67.

Speaker speaker_1: Oh, I don't want i- I don't want it.

Speaker speaker_0: Okay, let me just pull up your file so I can opt you out of that. What's the last four of your Social?

Speaker speaker_1: 4580.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Brian Ben.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: 7/30/84 for the birth date and 716 Third Terrace, Pleasant Grove, 35127.

Speaker speaker_0: And then phone number is 659-837-9726.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is first and, excuse me, first and last name, then number seven, @gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. I will go ahead and decline it and you're good to go from here.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.