

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Um, I got a text message, um... I work through Surge Staffing and, um, I got a text saying, um... Hold on just one second. It says, "Congrats on your job with Surge. You will be auto-enrolled in MEC TeleRx within 30 days. Call BIC at this number and then... to make changes before your window closes." And I was just wondering what that was. Okay, so yeah . Um, what that is, Surge Staffing automatically enrolls their new hires into a health insurance plan known as the MEC TeleRx plan covering, uh, preventative care services and providing a membership to the free Rx prescription p- uh, program. Um, this, uh... They do that 30 days after your first check, and this is done for every new hire. If you do not want this insurance policy, just let me know. I'll need a little bit of information from you, uh, to either create or locate a file in our system, and I can opt you out. Um, what does it cover though? Uh, preventative care services, so things like physicals, vaccines, cancer screenings and services like that, along with providing a membership to the free Rx prescription program, uh, for medication coverage. Um, what about dental stuff? Uh, the plan that they automatically enroll you into does not include dental. However, dental is con- is an available option through Surge Staffing. Um, if you would like, if you want to, uh, look over all their options and then maybe give us a call back once you have more of an idea of what you want, um, I can always send you an, uh, an email with an in- uh, with an information packet attached that goes over all the plans. And then you can always just give us a call, uh, during that 30-day window to either tell us you don't want any insurance or enroll into something other than what they just automatically enroll you into. All right. Yeah. That would be awesome. Okay. Uh, what is your email address, sir? Uh, Hayden, H-A-Y-D-E-N... Mm-hmm.shelby, S-H-E-L-B-Y. Mm-hmm. 1991... Mm-hmm. @... Gmail. Okay. Thank you. All right. I'll go ahead and email this p- uh, packet on over to you. This is gonna come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, go ahead and give this a read through, and then, uh, give us a call back. Again, please make sure you do give us a call back even if you do not want any insurance, as if you do not contact us, you will be automatically enrolled. Okay? All righty. All right. Was there anything else I could help you with? Um, not right off hand. All right then. Well, if that's everything, thanks again for calling, and you have a wonderful day. You too. All right. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Um, I got a text message, um... I work through Surge Staffing and, um, I got a text saying, um... Hold on just one second. It says, "Congrats on your job with Surge. You will be auto-enrolled in MEC TeleRx within 30 days. Call BIC at this number and then... to make changes before your window closes." And I was just wondering what that was.

Speaker speaker_1: Okay, so yeah . Um, what that is, Surge Staffing automatically enrolls their new hires into a health insurance plan known as the MEC TeleRx plan covering, uh, preventative care services and providing a membership to the free Rx prescription p- uh, program. Um, this, uh... They do that 30 days after your first check, and this is done for every new hire. If you do not want this insurance policy, just let me know. I'll need a little bit of information from you, uh, to either create or locate a file in our system, and I can opt you out.

Speaker speaker_2: Um, what does it cover though?

Speaker speaker_1: Uh, preventative care services, so things like physicals, vaccines, cancer screenings and services like that, along with providing a membership to the free Rx prescription program, uh, for medication coverage.

Speaker speaker_2: Um, what about dental stuff?

Speaker speaker_1: Uh, the plan that they automatically enroll you into does not include dental. However, dental is con- is an available option through Surge Staffing. Um, if you would like, if you want to, uh, look over all their options and then maybe give us a call back once you have more of an idea of what you want, um, I can always send you an, uh, an email with an in-uh, with an information packet attached that goes over all the plans. And then you can always just give us a call, uh, during that 30-day window to either tell us you don't want any insurance or enroll into something other than what they just automatically enroll you into.

Speaker speaker_2: All right. Yeah. That would be awesome.

Speaker speaker_1: Okay. Uh, what is your email address, sir?

Speaker speaker_2: Uh, Hayden, H-A-Y-D-E-N...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2:shelby, S-H-E-L-B-Y.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 1991...

Speaker speaker_1: Mm-hmm. @...

Speaker speaker_2: Gmail.

Speaker speaker_1: Okay. Thank you. All right. I'll go ahead and email this p- uh, packet on over to you. This is gonna come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, go ahead and give

this a read through, and then, uh, give us a call back. Again, please make sure you do give us a call back even if you do not want any insurance, as if you do not contact us, you will be automatically enrolled. Okay?

Speaker speaker_2: All righty.

Speaker speaker_1: All right. Was there anything else I could help you with?

Speaker speaker_2: Um, not right off hand.

Speaker speaker_1: All right then. Well, if that's everything, thanks again for calling, and you have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye now.