

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? I'm trying to figure out about this text message that I got, um, "Congrats on not being enrolled in this MEC, Relix," or whatever it is. Okay. It sounds like, um, it sounds like that's an automated text from the staffing company that you work with- Mm-hmm. ... advising that their policy is to automatically enroll their new, um, their new employees into a health insurance plan known as the MEC TeleRx Plan. If you don't want that insurance policy, just let me know and I'll just need a little bit of information from you to be able to opt you out of that. Uh, can you give me some information about it? Uh, yeah. What staffing company do you work with? Surge. So the plan that they automatically enroll you into is, uh, for preventative care services, so things like physicals, vaccinations, cancer screenings, services along that line, as well as a p- uh, membership to the prescription program known as FreeRx, where if it's a covered medication under their formulary, it is completely free out-of-pocket for you. Uh, you have no out-of-pocket costs. Now, this does deduct out of your paycheck to pay for the insurance premium, \$15.16 every week. And that goes to... Uh, isn't that the same thing the government offers? No. This has nothing to do with- This is not a government offer or anything like that. This is an offer for a, for an insurance policy that Surge Staffing offers to all their employees. Okay. Um, so it's something they send to automatically enroll you? Yeah. This, uh, if you do not make any decisions on if you want to enroll into anything else or if you want to decline all insurance from them, then they will automatically enroll you 30 days after your first paycheck. Oh, okay. So this is a situation I need to speak with them about then. Well, if you don't want to enroll into anything, then you would speak to us about that. Um, they... In, in fact, anything to do with the insurance enrollment, they would direct you to us as that's what we handle. Uh, I, I understand and get where you're coming from. What I'm trying to find out is what they're offering and, uh, and why would 10 or \$15 come out my paycheck if I didn't enroll for it? So I'm trying to figure out, uh, what, what in- ... the purpose for it... Okay. Yes. That's... Yeah. That's a Surge Staffing policy. And what, and, and the system... You know, um, find out why would you automatically enroll me without asking me? And two, um, what insurance policies do you have to offer that I would combine? Okay. Um- See what I'm saying? So I'll get back- Yeah. ... I'll get back with you on this. Okay. So as far as your second question, that's something that I can help you out with. Um, I can actually, if you want to provide me with an email address, I can send you an information packet that goes over all of the plans that Surge Staffing offers. Oh, okay. They can get me written, written letters. Is that correct? I'm sorry, the line cut out. What was that? I said, but they can send me or print out any options that may be just readily available or what options I decide if I want to take through them. Because I don't know if it comes through my phone or not, and I'm automatically charged or I don't have, make a decision whether I get that, that information or not, um, due to whatever may be, uh, third

parties. And I don't like third-party, um, dealings. So I'll take this up with them and if need be, I'll, I'll give a call back and let you know if I want to opt out of this. Thank you for your time. You're welcome, sir. Have a good night.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: I'm trying to figure out about this text message that I got, um, "Congrats on not being enrolled in this MEC, Relix," or whatever it is.

Speaker speaker_0: Okay. It sounds like, um, it sounds like that's an automated text from the staffing company that you work with-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... advising that their policy is to automatically enroll their new, um, their new employees into a health insurance plan known as the MEC TeleRx Plan. If you don't want that insurance policy, just let me know and I'll just need a little bit of information from you to be able to opt you out of that.

Speaker speaker_1: Uh, can you give me some information about it?

Speaker speaker_0: Uh, yeah. What staffing company do you work with?

Speaker speaker_1: Surge.

Speaker speaker_0: So the plan that they automatically enroll you into is, uh, for preventative care services, so things like physicals, vaccinations, cancer screenings, services along that line, as well as a p- uh, membership to the prescription program known as FreeRx, where if it's a covered medication under their formulary, it is completely free out-of-pocket for you. Uh, you have no out-of-pocket costs. Now, this does deduct out of your paycheck to pay for the insurance premium, \$15.16 every week.

Speaker speaker_1: And that goes to... Uh, isn't that the same thing the government offers?

Speaker speaker_0: No. This has nothing to do- This is not a government offer or anything like that. This is an offer for a, for an insurance policy that Surge Staffing offers to all their employees.

Speaker speaker_1: Okay. Um, so it's something they send to automatically enroll you?

Speaker speaker_0: Yeah. This, uh, if you do not make any decisions on if you want to enroll into anything else or if you want to decline all insurance from them, then they will automatically enroll you 30 days after your first paycheck.

Speaker speaker_1: Oh, okay. So this is a situation I need to speak with them about then.

Speaker speaker_0: Well, if you don't want to enroll into anything, then you would speak to us about that. Um, they... In, in fact, anything to do with the insurance enrollment, they would direct you to us as that's what we handle.

Speaker speaker_1: Uh, I, I understand and get where you're coming from. What I'm trying to find out is what they're offering and, uh, and why would 10 or \$15 come out my paycheck if I didn't enroll for it? So I'm trying to figure out, uh, what, what

Speaker speaker_2: in-

Speaker speaker_1: ... the purpose for it...

Speaker speaker_0: Okay. Yes. That's... Yeah. That's a Surge Staffing policy.

Speaker speaker_1: And what, and, and the system... You know, um, find out why would you automatically enroll me without asking me? And two, um, what insurance policies do you have to offer that I would combine?

Speaker speaker_0: Okay. Um-

Speaker speaker_1: See what I'm saying? So I'll get back-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... I'll get back with you on this.

Speaker speaker_0: Okay. So as far as your second question, that's something that I can help you out with. Um, I can actually, if you want to provide me with an email address, I can send you an information packet that goes over all of the plans that Surge Staffing offers.

Speaker speaker_1: Oh, okay. They can get me written, written letters. Is that correct?

Speaker speaker_0: I'm sorry, the line cut out. What was that?

Speaker speaker_1: I said, but they can send me or print out any options that may be just readily available or what options I decide if I want to take through them. Because I don't know if it comes through my phone or not, and I'm automatically charged or I don't have, make a decision whether I get that, that information or not, um, due to whatever may be, uh, third parties. And I don't like third-party, um, dealings. So I'll take this up with them and if need be, I'll, I'll give a call back and let you know if I want to opt out of this. Thank you for your time.

Speaker speaker_0: You're welcome, sir. Have a good night.