

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. This is... Hard. This is Chris. How can I help you today? Yes, sir. Um, I called in last week, or I guess earlier this week, actually about my benefits. And my benefits were added. They told me to call back once my benefits have been deducted or I'll see it on my check, and I guess to see if I can get the card sent out, sent out to me. Um, but I... there was something that I wanted to discuss. I didn't see this in, in the guide, where it says... where I have Medical B-E-V and Medical 1 employee only. I'm trying to figure out what's the difference between those two? Okay. Um, as far as the ID cards, if you only saw the deduction, um, today, then the ID cards will not be available because, uh, policies are not effective until the Monday following the first deduction. Typically, ID cards have to wait until the policy's effective as well. Um, as far as the difference in the plans, uh, what staffing company do you work with? I work with TRC Staffing. Okay. One moment. And you said, what were the two plans that you were want, uh, that you wanted the, uh, information on as far as the differences? Okay. Medical B as in boy, E, and V as in Victor. And then, the other one is Medical 1. Okay. I'm not sure what exactly that means, as that doesn't correspond to anything, uh, that I see as far as the insurance policies from TRC. Um, the insurance policies here are known as the... the Stay Healthy or MEC TelRx, the VIP Standard, VIP Plus, and Stay Healthy Enhanced. Um, now, is, is that... is that, uh, what you're seeing? Is that, like, what it's showing on your paychecks, on your, on your pay stub? On my pay stub, what it's showing, what I see is just Medical B-E-V and then Medical 1 employee only. Okay. You'll... for that, you'll actually need to talk with TRC's payroll teams. They're the ones that code exactly how those show up on pay stubs. Um, so we... we would have no idea on, on what exactly those mean. That's going to be something internal to TRC. Okay. All right. And another thing. Would like to ask you guys, once I leave... well, probably have to talk with Jesse as well. Basically, I'm trying to figure out what tends to happen with all this money once I get transferred over. This... all this has been deducted, uh, but once I transfer over to full-time with another company, I'm trying to figure out what tends to happen with these plans and the money that I... that has been deducted from it. So the... any deductions are paying for your access to the insurance policy regardless of if it's used or not, so those are nonrefundable. Um, but as far as the plans themselves, um, if you leave, like, if you're no longer being paid by TRC, then these plans will eventually roll off and terminate on their own as they're being paid for through your TRC paychecks. Okay. All right. All right. Okay. Was there anything else? That will be all. All right. Thanks again for calling and have a good day. All right. Thank you. You're welcome. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello. This is... Hard. This is Chris. How can I help you today?

Speaker speaker\_2: Yes, sir. Um, I called in last week, or I guess earlier this week, actually about my benefits. And my benefits were added. They told me to call back once my benefits have been deducted or I'll see it on my check, and I guess to see if I can get the card sent out, sent out to me. Um, but I... there was something that I wanted to discuss. I didn't see this in, in the guide, where it says... where I have Medical B-E-V and Medical 1 employee only. I'm trying to figure out what's the difference between those two?

Speaker speaker\_0: Okay. Um, as far as the ID cards, if you only saw the deduction, um, today, then the ID cards will not be available because, uh, policies are not effective until the Monday following the first deduction. Typically, ID cards have to wait until the policy's effective as well. Um, as far as the difference in the plans, uh, what staffing company do you work with?

Speaker speaker\_2: I work with TRC Staffing.

Speaker speaker\_0: Okay. One moment. And you said, what were the two plans that you were want, uh, that you wanted the, uh, information on as far as the differences?

Speaker speaker\_2: Okay. Medical B as in boy, E, and V as in Victor. And then, the other one is Medical 1.

Speaker speaker\_0: Okay. I'm not sure what exactly that means, as that doesn't correspond to anything, uh, that I see as far as the insurance policies from TRC. Um, the insurance policies here are known as the... the Stay Healthy or MEC TelRx, the VIP Standard, VIP Plus, and Stay Healthy Enhanced. Um, now, is, is that... is that, uh, what you're seeing? Is that, like, what it's showing on your paychecks, on your, on your pay stub?

Speaker speaker\_2: On my pay stub, what it's showing, what I see is just Medical B-E-V and then Medical 1 employee only.

Speaker speaker\_0: Okay. You'll... for that, you'll actually need to talk with TRC's payroll teams. They're the ones that code exactly how those show up on pay stubs. Um, so we... we would have no idea on, on what exactly those mean. That's going to be something internal to TRC.

Speaker speaker\_2: Okay. All right. And another thing. Would like to ask you guys, once I leave... well, probably have to talk with Jesse as well. Basically, I'm trying to figure out what tends to happen with all this money once I get transferred over. This... all this has been deducted, uh, but once I transfer over to full-time with another company, I'm trying to figure out what tends to happen with these plans and the money that I... that has been deducted from it.

Speaker speaker\_0: So the... any deductions are paying for your access to the insurance policy regardless of if it's used or not, so those are nonrefundable. Um, but as far as the plans themselves, um, if you leave, like, if you're no longer being paid by TRC, then these plans will eventually roll off and terminate on their own as they're being paid for through your TRC

paychecks.

Speaker speaker\_2: Okay. All right. All right. Okay.

Speaker speaker\_0: Was there anything else?

Speaker speaker\_2: That will be all.

Speaker speaker\_0: All right. Thanks again for calling and have a good day.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.