

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? Hello? Hello. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? What is, what is Benefits in a Card or what does that mean? We are a plan administrator for health insurance benefits for staffing companies. Oh, okay. Yeah, I'm just calling because I got, I got a call... I mean, I got a message talking about... because I was reading on your job. Somebody- Okay. ... I will be enrolled in it. MEC. I don't know what that is. Okay. What... Specifically, what did, what did the text message say? It says, "Congrats on your job with Surge. You will be auto-enrolled with MEC TeleRx within 30 days. Call big at..." And it give me this number... "to make 10 before window closes." I don't know. That's all. Oh. Okay. So that's a... So that's advising you... Did you say that that said it was, "Congrats on your job with Surge Staffing"? Yeah. Okay. So that's advising you that as a new hire with Surge Staffing, they automatically enroll you into a health insurance policy known as the MEC TeleRx plan for preven- for preventative care services only. Um, they do that 30 days after your first check. If you do not want any health insurance from them, just let us know. We'll need a little bit of information from you to locate the file and then we can opt you out of it to make sure that you do not get enrolled. Okay. Were you looking to opt out at this time? Well, what, what, what is the, uh... What is the insurance cover in, like? The, the plan that they automatically enroll you into covers preventative care services. So things like physicals, vaccines, cancer screenings and things like that, along with providing prescription benefits through a program called FreeRx. Um, that's not the only plan that they offer. That's just the plan that they automatically enroll you into. Oh, shit. Yeah. Yes, you want to opt out or yes you want them to enroll you into that? Uh, well... Do I gotta pay? Like they take money out my paycheck? Yes. It does take out of your paycheck. How much is it? The plan that they automatically enroll you into takes \$15.16 every week. \$15.16 every week? \$15.16 every week. Yes, sir. Okay. Yeah. That's, that's, that's cool. I'll take it. Okay. So like I said, they'll automatically enroll you into that 30 days after your first paycheck. If you wish to enroll into anything else or if you change your mind and you do not want any insurance, just give us a call back before that 30-day window is up. Um, once that 30-day window is up, we can still cancel it at that point, but we wouldn't be able to enroll you into anything else, and if any deductions were taken at that point, they would be nonrefundable. Okay. All right. Anything else? Uh, no, that's all. All right. Thanks for calling and have a good day. You too. Thanks. All right. Bye now. Bye-bye.

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: Hello?

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

Speaker speaker_2: What is, what is Benefits in a Card or what does that mean?

Speaker speaker_1: We are a plan administrator for health insurance benefits for staffing companies.

Speaker speaker_2: Oh, okay. Yeah, I'm just calling because I got, I got a call... I mean, I got a message talking about... because I was reading on your job. Somebody-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I will be enrolled in it. MEC. I don't know what that is.

Speaker speaker_1: Okay. What... Specifically, what did, what did the text message say?

Speaker speaker_2: It says, "Congrats on your job with Surge. You will be auto-enrolled with MEC TeleRx within 30 days. Call big at..." And it give me this number... "to make 10 before window closes." I don't know. That's all.

Speaker speaker_1: Oh. Okay. So that's a... So that's advising you... Did you say that that said it was, "Congrats on your job with Surge Staffing"?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So that's advising you that as a new hire with Surge Staffing, they automatically enroll you into a health insurance policy known as the MEC TeleRx plan for preven- for preventative care services only. Um, they do that 30 days after your first check. If you do not want any health insurance from them, just let us know. We'll need a little bit of information from you to locate the file and then we can opt you out of it to make sure that you do not get enrolled.

Speaker speaker_2: Okay.

Speaker speaker_1: Were you looking to opt out at this time?

Speaker speaker_2: Well, what, what, what is the, uh... What is the insurance cover in, like?

Speaker speaker_1: The, the plan that they automatically enroll you into covers preventative care services. So things like physicals, vaccines, cancer screenings and things like that, along with providing prescription benefits through a program called FreeRx. Um, that's not the only plan that they offer. That's just the plan that they automatically enroll you into.

Speaker speaker_2: Oh, shit. Yeah.

Speaker speaker_1: Yes, you want to opt out or yes you want them to enroll you into that?

Speaker speaker_2: Uh, well... Do I gotta pay? Like they take money out my paycheck?

Speaker speaker_1: Yes. It does take out of your paycheck.

Speaker speaker_2: How much is it?

Speaker speaker_1: The plan that they automatically enroll you into takes \$15.16 every week.

Speaker speaker_2: \$15.16 every week?

Speaker speaker_1: \$15.16 every week. Yes, sir.

Speaker speaker_2: Okay. Yeah. That's, that's, that's cool. I'll take it.

Speaker speaker_1: Okay. So like I said, they'll automatically enroll you into that 30 days after your first paycheck. If you wish to enroll into anything else or if you change your mind and you do not want any insurance, just give us a call back before that 30-day window is up. Um, once that 30-day window is up, we can still cancel it at that point, but we wouldn't be able to enroll you into anything else, and if any deductions were taken at that point, they would be nonrefundable.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Uh, no, that's all.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You too. Thanks.

Speaker speaker_1: All right. Bye now.

Speaker speaker_2: Bye-bye.