

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? Yes. I got a question about this, its call... I think it says MEC-TeleRX. Okay, how can I help you? Yeah, I don't understand it, you know what I mean? I'm with a company called Surge and it says you will be automatically enrolled in this MEC-TeleRX within 30 days. Okay. So, uh, Surge Staffing, they automatically enroll all of their new hires into a health insurance plan known as the MEC-TeleRX Plan, uh, which covers preventative care services like physicals, vaccines, cancer screenings and things like that, alongside giving you a member, or, like also giving you a membership to the free RX prescription program, uh, for any medications that you may need. Um, but that... Uh, that's, that's what that is. It's, it's just let- them letting you know that they automatically enroll you into that plan 30 days after your first check. Now, if you don't want that insurance plan, um, just let me know. We'll need a little bit of information from you, and we can go ahead and get you out of that, of course. But how much will, how much will it cost, you know what I mean, is what I'm concerned about. So, it, uh, it deducts \$15.16 out of your check every week. Uh-huh. That's... Here's the thing, what's, what's, what's the benefits? What all... I don't know what all benefits are included in this MEC-TeleRX or whatever. So, so- You know what I mean? ... it, um, it's the, it's preventative care services. So again, physicals, vaccines, cancer screenings, colonoscopies, those kinds of medical services, those, uh, those kinds of visits, those are covered by that plan. And, again, the TeleRX portion is a membership to a program called Free RX where if, if they cover medication under that formulary, then you have no out-of-pocket cost for it. Hm. Is there any way I could see, like on the web, what all it covers? Is there, is there a possibility? Um- See exactly... What I, what I could do for you, if you wanna provide me with an email address, I can email you a copy of Surge's, uh, benefits guide. It goes over all of the plans that they offer, gives you an idea of what all is available, um, what all is- Mm-hmm. ... covered by those plans. Uh, gives you an idea of what the, uh, the weekly costs for each plan is gonna be, so on and so forth. And then you say in general it'll run me about \$15 a week? The... That plan does, yeah, \$15.16 per week. There are other insurance policies available from Surge, but that plan is the one that they automatically enroll you into. Oh, okay. Well, c- could you tell how long I would have to make changes before, say, this... the dusting started coming out? Is there any way you could tell? Uh, is... Uh, yeah, I'd have to pull up your file at this point, um, which is gonna require a little bit of information starting with, what's the last four of your Social? Okay, 90457. And then your first and last name? First name, Thomas. Last name, Wall. Okay. All right, Mr. Wall, could you verify your address and your date of birth, please? Okay, that's 1086 Mockingbird Lane, Seymour, Indiana, 47274. Date of birth is 08-23-1963. Thank you. We have a phone on file for you at 812-528-1674, is that correct? Yep. And an email of theycallmeike@hotmail.com? Correct. All right. Looks like

your deadline is going to be, uh, Friday, December the 13th. Mm-hmm. Yeah, so that's before they start charging me, right? Correct? Uh, that, that is your, uh, that is your deadline to enroll into any insurance plans or make any fur- any changes. That is also when they will start that automatic enrollment process. Oh, come December 13th, right? Yes. Yeah, so could you send me, um, like, what it covers just, just basic plan, you know what I mean? Yeah, I'll, uh, I'll email that information on over to you. Uh, 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, give that a read through, and if you decide if you want to enroll into anything or if you want to decline all insurance from Surge, just give us a call back. Um, we're, we're here Monday through Friday, 8:00 AM to 8:00 PM Eastern, though we will be closed, um, tomorrow and this Friday for Thanksgiving. Okay. Um, but yeah, and, uh, just give us a call during those hours and any one of our representatives will be able to help you out. Okay. All right. All right. Mr. Wall, anything else? No, that'll be it. All right. Thanks again for calling and have a wonderful day. Yep.

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: Yes. I got a question about this, its call... I think it says MEC-TeleRX.

Speaker speaker_1: Okay, how can I help you?

Speaker speaker_2: Yeah, I don't understand it, you know what I mean? I'm with a company called Surge and it says you will be automatically enrolled in this MEC-TeleRX within 30 days.

Speaker speaker_1: Okay. So, uh, Surge Staffing, they automatically enroll all of their new hires into a health insurance plan known as the MEC-TeleRX Plan, uh, which covers preventative care services like physicals, vaccines, cancer screenings and things like that, alongside giving you a member, or, like also giving you a membership to the free RX prescription program, uh, for any medications that you may need. Um, but that... Uh, that's, that's what that is. It's, it's just let- them letting you know that they automatically enroll you into that plan 30 days after your first check. Now, if you don't want that insurance plan, um, just let me know. We'll need a little bit of information from you, and we can go ahead and get you out of that, of course.

Speaker speaker_2: But how much will, how much will it cost, you know what I mean, is what I'm concerned about.

Speaker speaker_1: So, it, uh, it deducts \$15.16 out of your check every week.

Speaker speaker_2: Uh-huh. That's... Here's the thing, what's, what's, what's the benefits? What all... I don't know what all benefits are included in this MEC-TeleRX or whatever.

Speaker speaker_1: So, so-

Speaker speaker_2: You know what I mean?

Speaker speaker_1: ... it, um, it's the, it's preventative care services. So again, physicals, vaccines, cancer screenings, colonoscopies, those kinds of medical services, those, uh, those kinds of visits, those are covered by that plan. And, again, the TeleRX portion is a membership to a program called Free RX where if, if they cover medication under that formulary, then you have no out-of-pocket cost for it.

Speaker speaker_2: Hm. Is there any way I could see, like on the web, what all it covers? Is there, is there a possibility?

Speaker speaker_1: Um-

Speaker speaker_2: See exactly...

Speaker speaker_1: What I, what I could do for you, if you wanna provide me with an email address, I can email you a copy of Surge's, uh, benefits guide. It goes over all of the plans that they offer, gives you an idea of what all is available, um, what all is-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... covered by those plans. Uh, gives you an idea of what the, uh, the weekly costs for each plan is gonna be, so on and so forth.

Speaker speaker_2: And then you say in general it'll run me about \$15 a week?

Speaker speaker_1: The... That plan does, yeah, \$15.16 per week. There are other insurance policies available from Surge, but that plan is the one that they automatically enroll you into.

Speaker speaker_2: Oh, okay. Well, c- could you tell how long I would have to make changes before, say, this... the dusting started coming out? Is there any way you could tell?

Speaker speaker_1: Uh, is... Uh, yeah, I'd have to pull up your file at this point, um, which is gonna require a little bit of information starting with, what's the last four of your Social?

Speaker speaker_2: Okay, 90457.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: First name, Thomas. Last name, Wall.

Speaker speaker_1: Okay. All right, Mr. Wall, could you verify your address and your date of birth, please?

Speaker speaker_2: Okay, that's 1086 Mockingbird Lane, Seymour, Indiana, 47274. Date of birth is 08-23-1963.

Speaker speaker_1: Thank you. We have a phone on file for you at 812-528-1674, is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: And an email of theycallmeike@hotmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Looks like your deadline is going to be, uh, Friday, December the 13th.

Speaker speaker_2: Mm-hmm. Yeah, so that's before they start charging me, right? Correct?

Speaker speaker_1: Uh, that, that is your, uh, that is your deadline to enroll into any insurance plans or make any fur- any changes. That is also when they will start that automatic enrollment process.

Speaker speaker_2: Oh, come December 13th, right?

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah, so could you send me, um, like, what it covers just, just basic plan, you know what I mean?

Speaker speaker_1: Yeah, I'll, uh, I'll email that information on over to you. Uh, 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, give that a read through, and if you decide if you want to enroll into anything or if you want to decline all insurance from Surge, just give us a call back. Um, we're, we're here Monday through Friday, 8:00 AM to 8:00 PM Eastern, though we will be closed, um, tomorrow and this Friday for Thanksgiving.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but yeah, and, uh, just give us a call during those hours and any one of our representatives will be able to help you out.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right. Mr. Wall, anything else?

Speaker speaker_2: No, that'll be it.

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

Speaker speaker_2: Yep.