

Transcript: Estefania

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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. My name is Stephanie. How can I assist you? Hey, Stephanie. How are you doing? Hey. Good, thank you. Hey, uh, I'm Stephen Howard and I got this card and I don't understand this, uh, benefits in the card, this incident card or nothing. Can you explain how this card works? Yes, sir. So, we're the healthcare administrators for the staff and agencies. If you received that card, um, what does it say then? What does it say? Does it say like- What- Does it say APL, 90 degrees, MetLife? Yeah. It say 90 degree benefits. What that mean by that? Okay. Um, and then what staff and agency are you with? Serge. Okay. So Surge auto enrolls their members into a preventative plan called the NEC Tele-RS. The carrier is through 90 Degrees and that plan is a preventative plan that would cover like one physical visit, some vaccinations, some STD and cancer screenings. So, if you don't opt out from the auto enrollment, they do auto enroll you into that preventative plan. Um, and then there is weekly deductions for that preventative plan to be active from your paycheck. So, it sounds like you got auto enrolled into that plan. Um, if you want I can get you- Well- ... more information, but I do have to get in your- Well, I... Um, yeah, I need more information. Okay. So, I need to get in your file. Since we do administrate different agencies, I do need the last four of your Social. 1495. Okay. Thank you, Mr. Howard. Um, for security purposes could you please verify your address and your date of birth for me? I'm sorry to hear you? Um, could you please verify your address and your date of birth for me? Uh, 55 Dorothy Lane, Wetumpka, Alabama and, uh, 8/3/72. Okay. And then, did you say 55? Or 65? 65. Okay, thank you. 65. And then I have 9417135422 as your phone number. Yeah. And then I have stephenhoward7778@gmail.com. Is that up to date? Yep. Okay, thank you. Okay, so yeah, it looks like you were auto enrolled into that preventative plan called the NEC Tele-RS. So, that plan covers just your preventative services though. So, it's only gonna cover like one physical visit, some vaccines, some STD screenings, some cancer screening and even some counseling, and it does require you to stay within the network to be covered. Um, it also offers prescription benefits for your preventative prescriptions through Alecza, and it offers a membership with FreeRx which gives you access to over 800 of the top 90% generic drugs prescribed in the US. In other words, you get, um, your generic pres-... drugs for a cheaper price. And this plan does also include virtual urgent care which offers medical assistance virtually with medical providers. But this plan, however, is only a preventative plan so it's only gonna cover those preventative services and it's not gonna cover any doctor visits sick, hospital visits if injured, urgent care, emergency room nor surgeries. So, it doesn't cover- Nope. ... any doctor visits if you go to the doctor sick. It's only for those preventative services, and it looks like the weekly deduction from... for this plan from your check is \$15.16 weekly. Oh. So that's it. Uh, what about urgent care? So, it doesn't cover, um, like urgent care, doctor visits sick, emergency room, surgeries,

none of that. It's only for your preventative services which would be considered like a physical, some vaccines, some STD and cancer screenings, um, and even maybe some counseling. But it doesn't- No, I don't need that. ... cover like doctor visits if sick. Yeah. Yeah, I don't need that. Okay. Do you want me- I don't need none of that. ... to go ahead... I don't need none of that. I don't need none of that, what you explained. Okay. Um, do you want me to go ahead and cancel it? 'Cause I can cancel it for you. Yeah. Yeah, 'cause I don't need none of that there. Okay. And then I do have to let you know that it does take seven to 10 days for any changes or cancellations to process. So, due to that, there may be... you may experience one or two deductions still, but it shouldn't pass two. Yeah. But I'm gonna go ahead and cancel it. Okay, I went ahead and canceled that plan. What other plans y'all have? Um, so I would... We... It looks like they do offer, uh, two other medical plans and then they offer short-term, vision, dental, term life, behavioral health and 24-hour group accident, but the only times that you're eligible to enroll into benefits are within the first 30 days of you receiving your first check, which that passed already- Mm-hmm. ... or within personal open... I'm sorry. Or within company open enrollment, which for Surge staffing is in the month of August. So, if you do wanna enroll into new plans like the vision, dental, term life, behavioral health, um, or the other two medical plans, you would have to call within company open enrollment, which for Surge is in the month of August. Okay. But I went ahead and canceled your coverage, so that plan- Okay. ... is gonna get canceled. Yeah, that plan. Yeah. I don't need that plan. Okay. Yes, sir. Did you have any other questions? No, that's it. All right. Well, I hope you have a great day today. You too. Stay on. Thank you. Thank you. All right. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Stephanie. How are you doing?

Speaker speaker_0: Hey. Good, thank you.

Speaker speaker_1: Hey, uh, I'm Stephen Howard and I got this card and I don't understand this, uh, benefits in the card, this incident card or nothing. Can you explain how this card works?

Speaker speaker_0: Yes, sir. So, we're the healthcare administrators for the staff and agencies. If you received that card, um, what does it say then? What does it say? Does it say like-

Speaker speaker_1: What-

Speaker speaker_0: Does it say APL, 90 degrees, MetLife?

Speaker speaker_1: Yeah. It say 90 degree benefits. What that mean by that?

Speaker speaker_0: Okay. Um, and then what staff and agency are you with?

Speaker speaker_1: Serge.

Speaker speaker_0: Okay. So Surge auto enrolls their members into a preventative plan called the NEC Tele-RS. The carrier is through 90 Degrees and that plan is a preventative plan that would cover like one physical visit, some vaccinations, some STD and cancer screenings. So, if you don't opt out from the auto enrollment, they do auto enroll you into that preventative plan. Um, and then there is weekly deductions for that preventative plan to be active from your paycheck. So, it sounds like you got auto enrolled into that plan. Um, if you want I can get you-

Speaker speaker_1: Well-

Speaker speaker_0: ... more information, but I do have to get in your-

Speaker speaker_1: Well, I... Um, yeah, I need more information.

Speaker speaker_0: Okay. So, I need to get in your file. Since we do administrate different agencies, I do need the last four of your Social.

Speaker speaker_1: 1495.

Speaker speaker_0: Okay. Thank you, Mr. Howard. Um, for security purposes could you please verify your address and your date of birth for me?

Speaker speaker_1: I'm sorry to hear you?

Speaker speaker_0: Um, could you please verify your address and your date of birth for me?

Speaker speaker_1: Uh, 55 Dorothy Lane, Wetumpka, Alabama and, uh, 8/3/72.

Speaker speaker_0: Okay. And then, did you say 55? Or 65?

Speaker speaker_1: 65.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: 65.

Speaker speaker_0: And then I have 9417135422 as your phone number.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I have stephenhoward7778@gmail.com. Is that up to date?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, thank you. Okay, so yeah, it looks like you were auto enrolled into that preventative plan called the NEC Tele-RS. So, that plan covers just your preventative services though. So, it's only gonna cover like one physical visit, some vaccines, some STD screenings, some cancer screening and even some counseling, and it does require you to stay within the network to be covered. Um, it also offers prescription benefits for your preventative prescriptions through Aleczar, and it offers a membership with FreeRx which gives you access to over 800 of the top 90% generic drugs prescribed in the US. In other words, you get, um, your generic pres-... drugs for a cheaper price. And this plan does also include virtual urgent care which offers medical assistance virtually with medical providers.

But this plan, however, is only a preventative plan so it's only gonna cover those preventative services and it's not gonna cover any doctor visits sick, hospital visits if injured, urgent care, emergency room nor surgeries. So, it doesn't cover-

Speaker speaker_1: Nope.

Speaker speaker_0: ... any doctor visits if you go to the doctor sick. It's only for those preventative services, and it looks like the weekly deduction from... for this plan from your check is \$15.16 weekly.

Speaker speaker_1: Oh. So that's it. Uh, what about urgent care?

Speaker speaker_0: So, it doesn't cover, um, like urgent care, doctor visits sick, emergency room, surgeries, none of that. It's only for your preventative services which would be considered like a physical, some vaccines, some STD and cancer screenings, um, and even maybe some counseling. But it doesn't-

Speaker speaker_1: No, I don't need that.

Speaker speaker_0: ... cover like doctor visits if sick.

Speaker speaker_1: Yeah. Yeah, I don't need that.

Speaker speaker_0: Okay. Do you want me-

Speaker speaker_1: I don't need none of that.

Speaker speaker_0: ... to go ahead...

Speaker speaker_1: I don't need none of that. I don't need none of that, what you explained.

Speaker speaker_0: Okay. Um, do you want me to go ahead and cancel it? 'Cause I can cancel it for you.

Speaker speaker_1: Yeah. Yeah, 'cause I don't need none of that there.

Speaker speaker_0: Okay. And then I do have to let you know that it does take seven to 10 days for any changes or cancellations to process. So, due to that, there may be... you may experience one or two deductions still, but it shouldn't pass two.

Speaker speaker_1: Yeah.

Speaker speaker_0: But I'm gonna go ahead and cancel it. Okay, I went ahead and canceled that plan.

Speaker speaker_1: What other plans y'all have?

Speaker speaker_0: Um, so I would... We... It looks like they do offer, uh, two other medical plans and then they offer short-term, vision, dental, term life, behavioral health and 24-hour group accident, but the only times that you're eligible to enroll into benefits are within the first 30 days of you receiving your first check, which that passed already-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... or within personal open... I'm sorry. Or within company open enrollment, which for Surge staffing is in the month of August. So, if you do wanna enroll into new plans like the vision, dental, term life, behavioral health, um, or the other two medical plans, you would have to call within company open enrollment, which for Surge is in the month of August.

Speaker speaker_1: Okay.

Speaker speaker_0: But I went ahead and canceled your coverage, so that plan-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is gonna get canceled.

Speaker speaker_1: Yeah, that plan. Yeah. I don't need that plan.

Speaker speaker_0: Okay. Yes, sir. Did you have any other questions?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Well, I hope you have a great day today.

Speaker speaker_1: You too. Stay on.

Speaker speaker_0: Thank you. Thank you.

Speaker speaker_1: All right. Thank you.