

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Surge. Um, calling, um, I'm calling back regarding a voicemail that you left having questions. Yeah, I was... Yeah, what was that, uh, text message about? I didn't understand that. Mm-hmm. Okay, so we're the- I don't know what you- So, so we're the healthcare administrators for Surge Staffing. If you received a text message, most likely you're within the first 30 days of receiving your first check, which means that you're eligible to enroll into any healthcare benefits that that staffing agency has to offer. They do auto-enroll their new employees- Okay. ... into a preventative plan called the NEC Telare, which will cover one physical visit, some vaccines, some STD and cancer screening. But it's only a preventative plan. It's not gonna cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. So right now, you are within that window, which means you could either enroll into this plan as well as others, or you... if you're not interested, you can go ahead and opt out of the auto-enroll. Okay. Thank you. Because they do have their weekly deduct-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Surge. Um, calling, um, I'm calling back regarding a voicemail that you left having questions.

Speaker speaker_2: Yeah, I was... Yeah, what was that, uh, text message about? I didn't understand that.

Speaker speaker_1: Mm-hmm. Okay, so we're the-

Speaker speaker_2: I don't know what you-

Speaker speaker_1: So, so we're the healthcare administrators for Surge Staffing. If you received a text message, most likely you're within the first 30 days of receiving your first check, which means that you're eligible to enroll into any healthcare benefits that that staffing agency has to offer. They do auto-enroll their new employees-

Speaker speaker_2: Okay.

Speaker speaker_1: ... into a preventative plan called the NEC Telare, which will cover one physical visit, some vaccines, some STD and cancer screening. But it's only a preventative

plan. It's not gonna cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. So right now, you are within that window, which means you could either enroll into this plan as well as others, or you... if you're not interested, you can go ahead and opt out of the auto-enroll.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Because they do have their weekly deduct-