

## Transcript: Estefania

**Acevedo-6619849517481984-4530813395058688**

### Full Transcript

You've been holding Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes. I've got, uh, this and some other benefits, and, in a card. Can you tell me- Okay. ... what's on them? Yes, ma'am. So we're the healthcare administrators for staffing agencies. Did you say you received- Uh-huh. ... um, a card, or did you receive, like, a text? A card. It's- Okay. ... actually for, uh, Surge. Uh- Oh, okay. D- do you work at Surge? Freerx.com. Yeah. So- Or- ... are you currently in a, started working with Surge Staffing? Uh, I don't know. It says Billy Summerford 1266. I don't know. Are you Billy? Yes. Okay. So yeah, so we're the healthcare administrators for staffing agencies around the nation. One of those- Mm-hmm. ... agencies is Surge Staffing. Um, they offer healthcare benefits to their new hires. They give you 30 days- Okay. ... from the day that you receive your first check to either opt out of the auto enrollment or- Okay. ... or enroll into, um, plans, one of them being the one that they do auto enroll you into. If you don't- Oh, okay. ... opt out within the 30 days, they do auto enroll you into this plan. It's called the NEC Tele-REPP, which is only a preventative plan. It's only gonna cover your preventative services such as a physical, some vaccines, some cancer screenings, some STD screenings, and only your preventative services. It does require you to stay within the network. Um, so it looks like you did get enrolled since you didn't call to opt out. Okay. Were you trying to keep your benefit, or were you trying to cancel it? 'Cause you will be- Keep it. ... getting charged weekly deductions to keep that, um, plan active. Keep it? Keep it? Okay. Just keep in mind that it's only a preventative plan, okay? So it's only going- Okay. ... to cover your preventative services and no doctor visits if sick- Oh, okay. ... hospital visits if injured, urgent care, emergency room, nor surgeries. And you do have to stay within the network, um, to find providers. You just contact the multi-plan number that's on the card. Okay, I got another one too. It says freerx.com. What does that mean? Yeah, so the NEC Tele-REPP comes with a membership, um, th- from FreeRx, which gives you access to over 800 of the top 90% generic drugs prescribed in the US. So you get generic prescriptions for a cheaper retail. But however, you do have to register. Um, I can go ahead and email you your registration code. Okay. Well, not your code but your registration steps, um, to create your- Okay. ... your file. Um, I do need to get in your file to do that. Mm-hmm. Could you please give me the last four of your Social so that I can send you that information? 5177- Okay, and then Summerford? Yes. For security purposes. S-U- Mm-hmm. S-U-M-M-E-R-F-O-R-D. Thank you. For security- Yeah. ... purposes, I do need you to verify your address and date of birth. 40 Deerland Avenue, Gainesville, Alabama 35986. My, uh, birthday is 10/12/... I mean 10/28/1980. I get erratic sometimes. Yeah, you're fine. And then 256-630-2154 is your phone number? Yes. And then I have summerford@gmoda.com, is that correct? Yes. Okay. Um, I'm gonna go ahead and email you that. Do you mind holding while I send you that information? No, go ahead. And then... Okay, give me one second. I'll be right back. Okay. Okay. I went ahead

and emailed that to you. Um- Mm-hmm. Do you mind verifying that you did receive it? Uh, let's see. Where do I go to? Um, just go to your email, and it's gonna come from an email that says info@benefitsinacard.com. Okay. And if you don't see it, I would also check your junk and spam. Junk mail? Yeah. Okay. Uh, let's see here. What hell is this card... I mean, I know you said medicine and all that, but what else is it good for? So the plan that they auto enrolled you into, it's only a preventative plan, meaning it's only going to cover, like, a physical, some vaccinations- Okay. ... some STD and cancer screening, and it doesn't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. It does require- Okay. ... you to stay within the network, so that's why earlier I said if you do, uh, use it, um, just be mindful that you do have to contact MultiPlan, which is the number ending in 1403 so that they can find- ... the list of providers of where you can go to. Oh, yeah. Um, it includes something called Virtual Urgent Care also, which gives you access to medical assistance virtually with medical providers via telephone or video call, and it offers that FreeRx membership that gives you access to over 800 of the top 90% generic drugs prescribed in the US, very cheaper price. And for this plan, it looks like they're making weekly deductions from your paycheck of \$16.80. No, I don't want it. You don't want it? Okay, that's fine then. It's annoying. Okay. And then- And that's it. ... I, I do have to let you know that it does take seven to 10 business days for any cancellations to process. Okay. So due to this, there is a possibility that after the cancellation, you still may experience one or two deductions, okay? But it shouldn't- Okay. ... be more than two. Um, I went ahead and canceled your coverage though. Oh, okay. Thank you. All right. Thank you. Then, yeah, in that case, you can just disregard the email that I sent you earlier- Oh, okay. ... 'cause I canceled it already. Okay? All right. Thank you. Thank you. Have a nice day. You too. Bye.

## Conversation Format

Speaker speaker\_1: You've been holding Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_0: Uh, yes. I've got, uh, this and some other benefits, and, in a card. Can you tell me-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... what's on them?

Speaker speaker\_1: Yes, ma'am. So we're the healthcare administrators for staffing agencies. Did you say you received-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: ... um, a card, or did you receive, like, a text?

Speaker speaker\_0: A card. It's-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... actually for, uh, Surge. Uh-

Speaker speaker\_1: Oh, okay. D- do you work at Surge?

Speaker speaker\_0: Freerx.com.

Speaker speaker\_1: Yeah. So-

Speaker speaker\_0: Or-

Speaker speaker\_1: ... are you currently in a, started working with Surge Staffing?

Speaker speaker\_0: Uh, I don't know. It says Billy Summerford 1266. I don't know.

Speaker speaker\_1: Are you Billy?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. So yeah, so we're the healthcare administrators for staffing agencies around the nation. One of those-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... agencies is Surge Staffing. Um, they offer healthcare benefits to their new hires. They give you 30 days-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... from the day that you receive your first check to either opt out of the auto enrollment or-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... or enroll into, um, plans, one of them being the one that they do auto enroll you into. If you don't-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: ... opt out within the 30 days, they do auto enroll you into this plan. It's called the NEC Tele-REPP, which is only a preventative plan. It's only gonna cover your preventative services such as a physical, some vaccines, some cancer screenings, some STD screenings, and only your preventative services. It does require you to stay within the network. Um, so it looks like you did get enrolled since you didn't call to opt out.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Were you trying to keep your benefit, or were you trying to cancel it? 'Cause you will be-

Speaker speaker\_0: Keep it.

Speaker speaker\_1: ... getting charged weekly deductions to keep that, um, plan active.

Speaker speaker\_0: Keep it?

Speaker speaker\_1: Keep it? Okay. Just keep in mind that it's only a preventative plan, okay? So it's only going-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... to cover your preventative services and no doctor visits if sick-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: ... hospital visits if injured, urgent care, emergency room, nor surgeries. And you do have to stay within the network, um, to find providers. You just contact the multi-plan number that's on the card.

Speaker speaker\_0: Okay, I got another one too. It says freerx.com. What does that mean?

Speaker speaker\_1: Yeah, so the NEC Tele-REPP comes with a membership, um, th- from FreeRx, which gives you access to over 800 of the top 90% generic drugs prescribed in the US. So you get generic prescriptions for a cheaper retail. But however, you do have to register. Um, I can go ahead and email you your registration code.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Well, not your code but your registration steps, um, to create your-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... your file. Um, I do need to get in your file to do that.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Could you please give me the last four of your Social so that I can send you that information?

Speaker speaker\_0: 5177-

Speaker speaker\_1: Okay, and then Summerford?

Speaker speaker\_0: Yes.

Speaker speaker\_1: For security purposes.

Speaker speaker\_0: S-U-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: S-U-M-M-E-R-F-O-R-D.

Speaker speaker\_1: Thank you. For security-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... purposes, I do need you to verify your address and date of birth.

Speaker speaker\_0: 40 Deerland Avenue, Gainesville, Alabama 35986. My, uh, birthday is 10/12/... I mean 10/28/1980. I get erratic sometimes.

Speaker speaker\_1: Yeah, you're fine. And then 256-630-2154 is your phone number?

Speaker speaker\_0: Yes.

Speaker speaker\_1: And then I have summerford@gmoda.com, is that correct?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. Um, I'm gonna go ahead and email you that. Do you mind holding while I send you that information?

Speaker speaker\_0: No, go ahead.

Speaker speaker\_1: And then... Okay, give me one second. I'll be right back.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. I went ahead and emailed that to you. Um-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Do you mind verifying that you did receive it?

Speaker speaker\_0: Uh, let's see. Where do I go to?

Speaker speaker\_1: Um, just go to your email, and it's gonna come from an email that says info@benefitsinacard.com.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And if you don't see it, I would also check your junk and spam.

Speaker speaker\_0: Junk mail?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Uh, let's see here. What hell is this card... I mean, I know you said medicine and all that, but what else is it good for?

Speaker speaker\_1: So the plan that they auto enrolled you into, it's only a preventative plan, meaning it's only going to cover, like, a physical, some vaccinations-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... some STD and cancer screening, and it doesn't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. It does require-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... you to stay within the network, so that's why earlier I said if you do, uh, use it, um, just be mindful that you do have to contact MultiPlan, which is the number ending in 1403 so that they can find- ... the list of providers of where you can go to.

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_1: Um, it includes something called Virtual Urgent Care also, which gives you access to medical assistance virtually with medical providers via telephone or video call, and it offers that FreeRx membership that gives you access to over 800 of the top 90% generic drugs prescribed in the US, very cheaper price. And for this plan, it looks like they're making weekly deductions from your paycheck of \$16.80.

Speaker speaker\_0: No, I don't want it.

Speaker speaker\_1: You don't want it? Okay, that's fine then.

Speaker speaker\_0: It's annoying.

Speaker speaker\_1: Okay. And then-

Speaker speaker\_0: And that's it.

Speaker speaker\_1: ... I, I do have to let you know that it does take seven to 10 business days for any cancellations to process.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So due to this, there is a possibility that after the cancellation, you still may experience one or two deductions, okay? But it shouldn't-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... be more than two. Um, I went ahead and canceled your coverage though.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: All right. Thank you.

Speaker speaker\_1: Then, yeah, in that case, you can just disregard the email that I sent you earlier-

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: ... 'cause I canceled it already. Okay?

Speaker speaker\_0: All right. Thank you.

Speaker speaker\_1: Thank you. Have a nice day.

Speaker speaker\_0: You too. Bye.