

Transcript: Francesca

Baez-5856224487849984-5180267569528832

Full Transcript

Thank you for calling Benefits 000. My name is Francesca. How can I assist you today? Yes, I was trying to opt out of the, um, services, but they say I, I will never be enrolled. I didn't want to be enrolled. Okay. What staffing company do you work with? Serge. What are the last four of your Social? 1197. And the last name? Mitchell. Could you please verify your mailing address so that we can make sure we're on the right account? Um, I don't know what they have on file. It might be different. Um, I don't even know my last... The last address they had was the 405 000 because the part where it was... It's not there anymore. Yes, ma'am. That's the one that we have on file at the moment. Do you need me to update it or leave it as it is? Uh, you can leave it right there. I, I just update on when I go up there. Understood. And what was your date of birth? 072584. We have Beth Contact, same phone number you're calling on 334-487-3930, with the email of your first and last name 63 at yahoo.com? Yes. That's correct. All right, and then the last thing is the verbal disclosure that today you are calling to be opted out of auto-enrollment and decline the benefits of Surge. Correct? Okay. Let me... What, what can I ask you? Okay, uh, what... Can you explain the benefits to me before I say I don't want it? It is a medical preventative care which is \$15.16 per paycheck. It will cover only preventative services such as your physical, your screening for blood pressure, iron deficiency, the counseling so a healthy diet or avoiding UV exposures, fifth immunizations of varicella, influenza or tetanus are preventative. And your generic preventative prescriptions such as vitamins, statins or FDA approved contraceptive methods. It does come with a virtual urgent care package and a free Rx membership for the medication and a network requirement. Keeping in mind that since it is preventative only, hospital indemnity services such as surgeries, emergency room, urgent care, doctor visits are not covered under the plan. Okay. Uh, so it, it does cover prescriptions or is that separate? It will cover generic prescriptions only and then with the free Rx membership, it gives you access to about 90% of the generic prescriptions prescribed in the US, provided it's their formulary. Could I just get that? Do I have to get the whole thing to get the prescription stuff? The membership? No, ma'am. Um, they do also offer that membership separately for \$5.99 per paycheck if you're doing employee only without a dependent. Okay. I want... Well, I do want that because I have some subscriptions and stuff. That'd be probably the only thing that I want right now. Okay. But I can always change it, right? I mean, the only thing is, to make additions like to add plans, you have to have an open enrollment period or a qualified live event. After your open enrollment period is over, the only type of change that you'll be able to make are gonna be cancellations. Okay. So the \$15 will cover everything, the doctors and the prescriptions? No, ma'am. The \$15 is what will cover on what I explained, the preventative services. Doctor visits, emergency room, surgery and urgent cares are not preventative. They're hospital indemnity so those services wouldn't be covered under the ME/CYNHANCE preventive plan.

Okay. Well, I just do the- Are you looking for assistance? I was on... I, I just do the prescription right now because I, I had to do that right now. When is the enrollment period over? Okay. Your personal period will end on April 26th. Um, if you were looking to have those services that I advised you that the Stay Healthy doesn't cover, then you'll be looking at one of those VIP plans. If you like to, I can go over what they will cover or simply send you a copy of the benefit guide. Yeah, just send me a copy. Okay. And then aside from taking you out of their auto-enrollment list, did you want me to process your enrollment into the free Rx membership or did you also want to hold off on that? Um, I want that. When does it take effect? So if I was to process the enrollment at the moment, it would take roughly one to two weeks for them to start making the deductions. The whole average comes out to either be two to three weeks in total when you will be active. Okay. That's fine. Yeah, I just want to enroll in it for right now. All right. Authorize Surge staffing to make the deduction of \$5.99 per paycheck for that membership? Mm-hmm. Okay. So it's going to take them one to two weeks to process the enrollment. When you see the first deduction, following Monday will be when you become active. Okay. And their system is supposed to be sending you an enrollment link for you to activate your policy. Okay. What, through email? Yes, ma'am. Through the email. Okay. And then I'm going to go ahead and additionally send you a copy of the link into the free Rx website where you'll be able to put the current prescriptions you're taking to see roughly if it's going to be free of charge or if there will be an out-of-pocket expense with your current prescriptions. Okay. Was there anything else we can assist you with today? No, that's it. Thank you. My pleasure. I hope you have a wonderful rest of your day. All right. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 000. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, I was trying to opt out of the, um, services, but they say I, I will never be enrolled. I didn't want to be enrolled.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Serge.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 1197.

Speaker speaker_0: And the last name?

Speaker speaker_1: Mitchell.

Speaker speaker_0: Could you please verify your mailing address so that we can make sure we're on the right account?

Speaker speaker_1: Um, I don't know what they have on file. It might be different. Um, I don't even know my last... The last address they had was the 405 000 because the part where it was... It's not there anymore.

Speaker speaker_0: Yes, ma'am. That's the one that we have on file at the moment. Do you need me to update it or leave it as it is?

Speaker speaker_1: Uh, you can leave it right there. I, I just update on when I go up there.

Speaker speaker_0: Understood. And what was your date of birth?

Speaker speaker_1: 072584.

Speaker speaker_0: We have Beth Contact, same phone number you're calling on 334-487-3930, with the email of your first and last name 63 at yahoo.com?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: All right, and then the last thing is the verbal disclosure that today you are calling to be opted out of auto-enrollment and decline the benefits of Surge. Correct?

Speaker speaker_1: Okay. Let me... What, what can I ask you? Okay, uh, what... Can you explain the benefits to me before I say I don't want it?

Speaker speaker_0: It is a medical preventative care which is \$15.16 per paycheck. It will cover only preventative services such as your physical, your screening for blood pressure, iron deficiency, the counseling so a healthy diet or avoiding UV exposures, fifth immunizations of varicella, influenza or tetanus are preventative. And your generic preventative prescriptions such as vitamins, statins or FDA approved contraceptive methods. It does come with a virtual urgent care package and a free Rx membership for the medication and a network requirement. Keeping in mind that since it is preventative only, hospital indemnity services such as surgeries, emergency room, urgent care, doctor visits are not covered under the plan.

Speaker speaker_1: Okay. Uh, so it, it does cover prescriptions or is that separate?

Speaker speaker_0: It will cover generic prescriptions only and then with the free Rx membership, it gives you access to about 90% of the generic prescriptions prescribed in the US, provided it's their formulary.

Speaker speaker_1: Could I just get that? Do I have to get the whole thing to get the prescription stuff?

Speaker speaker_0: The membership? No, ma'am. Um, they do also offer that membership separately for \$5.99 per paycheck if you're doing employee only without a dependent.

Speaker speaker_1: Okay. I want... Well, I do want that because I have some subscriptions and stuff. That'd be probably the only thing that I want right now.

Speaker speaker_0: Okay.

Speaker speaker_1: But I can always change it, right?

Speaker speaker_0: I mean, the only thing is, to make additions like to add plans, you have to have an open enrollment period or a qualified live event. After your open enrollment period is over, the only type of change that you'll be able to make are gonna be cancellations.

Speaker speaker_1: Okay. So the \$15 will cover everything, the doctors and the prescriptions?

Speaker speaker_0: No, ma'am. The \$15 is what will cover on what I explained, the preventative services. Doctor visits, emergency room, surgery and urgent cares are not preventative. They're hospital indemnity so those services wouldn't be covered under the ME/CYNHANCE preventive plan.

Speaker speaker_1: Okay. Well, I just do the-

Speaker speaker_0: Are you looking for assistance?

Speaker speaker_1: I was on... I, I just do the prescription right now because I, I had to do that right now. When is the enrollment period over?

Speaker speaker_0: Okay. Your personal period will end on April 26th. Um, if you were looking to have those services that I advised you that the Stay Healthy doesn't cover, then you'll be looking at one of those VIP plans. If you like to, I can go over what they will cover or simply send you a copy of the benefit guide.

Speaker speaker_1: Yeah, just send me a copy.

Speaker speaker_0: Okay. And then aside from taking you out of their auto-enrollment list, did you want me to process your enrollment into the free Rx membership or did you also want to hold off on that?

Speaker speaker_1: Um, I want that. When does it take effect?

Speaker speaker_0: So if I was to process the enrollment at the moment, it would take roughly one to two weeks for them to start making the deductions. The whole average comes out to either be two to three weeks in total when you will be active.

Speaker speaker_1: Okay. That's fine. Yeah, I just want to enroll in it for right now.

Speaker speaker_0: All right. Authorize Surge staffing to make the deduction of \$5.99 per paycheck for that membership?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So it's going to take them one to two weeks to process the enrollment. When you see the first deduction, following Monday will be when you become active.

Speaker speaker_1: Okay.

Speaker speaker_0: And their system is supposed to be sending you an enrollment link for you to activate your policy.

Speaker speaker_1: Okay. What, through email?

Speaker speaker_0: Yes, ma'am. Through the email.

Speaker speaker_1: Okay.

Speaker speaker_0: And then I'm going to go ahead and additionally send you a copy of the link into the free Rx website where you'll be able to put the current prescriptions you're taking to see roughly if it's going to be free of charge or if there will be an out-of-pocket expense with your current prescriptions.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else we can assist you with today?

Speaker speaker_1: No, that's it. Thank you.

Speaker speaker_0: My pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: All right. You too.