

Transcript: Francesca

Baez-5965521705811968-5431610798030848

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Sorry? Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with ■Stabler on behalf of Surge Staffing. Yeah, that's me. Yes, sir. We're calling regarding the text message you received today to which you replied back, "I'm lost." Yeah. So I was just calling for a further explanation. Uh-huh. So Surge is informing you that they have a company policy where they auto-enroll new hires into a medical preventative care plan, which is that MEC ■Tela RX as mentioned on it. Uh-huh. With it, you'll have your preventative services covered such as your physical, your screening for blood pressure, iron deficiency. They count things for a healthy diet, you avoiding any re-exposures ■this one. Along with your preventative generic prescriptions like vitamins, statins. And it does have a network requirement. With it, you do get an urgent care virtual package and a free RX membership for the medications. You have the liberty to enroll into other different plans if you wish to, as well as to decline the auto enrollment if you want to. I was, uh... Yeah, I got, I got TRICARE. I don't need insurance. I appreciate it, though. Okay. Do you want me to go ahead and process this declination for you then? Uh, yes, ma'am. All right. So I just need the verbal disclosure stating that you would like to decline auto enrollment and be opted out of services for the moment. Correct? Yes. All right. So I went ahead and declined those. Their system is s- still gonna be sending those text messages out 'cause it doesn't have a way to filter who on that contact list declines. Mm-hmm. So you can simply ignore the message. Okay. Thank you. Of course. Thank you for your time. Have a great day. You as well. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Sorry?

Speaker speaker_2: Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with ■Stabler on behalf of Surge Staffing.

Speaker speaker_0: Yeah, that's me.

Speaker speaker_2: Yes, sir. We're calling regarding the text message you received today to which you replied back, "I'm lost."

Speaker speaker_0: Yeah.

Speaker speaker_2: So I was just calling for a further explanation.

Speaker speaker_0: Uh-huh.

Speaker speaker_2: So Surge is informing you that they have a company policy where they auto-enroll new hires into a medical preventative care plan, which is that MEC ■Tela RX as mentioned on it.

Speaker speaker_0: Uh-huh.

Speaker speaker_2: With it, you'll have your preventative services covered such as your physical, your screening for blood pressure, iron deficiency. They count things for a healthy diet, you avoiding any re-exposures ■this one. Along with your preventative generic prescriptions like vitamins, statins. And it does have a network requirement. With it, you do get an urgent care virtual package and a free RX membership for the medications. You have the liberty to enroll into other different plans if you wish to, as well as to decline the auto enrollment if you want to.

Speaker speaker_0: I was, uh... Yeah, I got, I got TRICARE. I don't need insurance. I appreciate it, though.

Speaker speaker_2: Okay. Do you want me to go ahead and process this declination for you then?

Speaker speaker_0: Uh, yes, ma'am.

Speaker speaker_2: All right. So I just need the verbal disclosure stating that you would like to decline auto enrollment and be opted out of services for the moment. Correct?

Speaker speaker_0: Yes.

Speaker speaker_2: All right. So I went ahead and declined those. Their system is s- still gonna be sending those text messages out 'cause it doesn't have a way to filter who on that contact list declines.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: So you can simply ignore the message.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_2: Of course. Thank you for your time. Have a great day.

Speaker speaker_0: You as well. Bye-bye.

Speaker speaker_2: Bye.