

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today? All right, um, I just got a text message. Okay. Saying that, "Congrats with your job with Surge. You will be auto-enrolled in MEC TeleRx within 30 days," and I was like, "What is this?" That's Surge informing you regarding their company policy of auto-enrolling new hires into a medical preventative care plan, which will be that MEC TeleRx. As far as the coverage for that specific plan goes, it's gonna cover only preventative services such as your annual physical, your preventative screenings like your blood pressure, iron deficiency, your preventative counseling for a healthy diet or avoiding UV exposures from the sun, along with- Oh. ... immunizations like influenza, tetanus and such. Basically everything that you get done to check and make sure that you're up to health. But it's not gonna cover any hospital indemnity services to treat any sickness, like emergency room, urgent care or surgeries, since those are not preventative. Oh, okay. I got it. Thank you. Of course. Were you looking to decline it or were you looking to let the enrollment go through? Uh, you can decline it, honestly. Okay. I just have to look for your account. What are the last four of your social? 1652. And the last name? Uh, I-G-W-E. I need to make sure that I have the right account in front of me. Can you please verify your mailing address and date of birth? Wait. This is for Surge, right? Yes, sir, Surge Staffing. Isn't it the 10-30-04? Mm-hmm. Okay. Well, it is 3551 Adams Landing Drive, Powder Springs, Georgia 30127. All right. And then the date of birth? 0925 of '99. I have this contact, same as the one that you called on. Phone number ending in 8670, with the email of derrick344@gmail.com. Mm-hmm. Oh. So actually you work with Surge back in 2022, so auto-enrollment won't take effect anymore with you. All right, that's cool. Yes, sir. So you can simply ignore them. Based on your personal enrollment period, this is your first week, so you might receive roughly two or three more of those text messages. You can simply ignore them. You won't be auto-enrolled into anything. Okay. Got it. Thank you. Of course. Um, they do have health benefits that they offer which you're eligible for. Did you need me to send you- No, that's okay. ... a copy of the benefit guide? Oh, okay. No, that's okay. Understood. Well, it was a pleasure speaking with you today, sir. I hope you have a wonderful rest of your day. Thank you. Love you too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today?

Speaker speaker_1: All right, um, I just got a text message.

Speaker speaker_0: Okay.

Speaker speaker_1: Saying that, "Congrats with your job with Surge. You will be auto-enrolled in MEC TeleRx within 30 days," and I was like, "What is this?"

Speaker speaker_0: That's Surge informing you regarding their company policy of auto-enrolling new hires into a medical preventative care plan, which will be that MEC TeleRx. As far as the coverage for that specific plan goes, it's gonna cover only preventative services such as your annual physical, your preventative screenings like your blood pressure, iron deficiency, your preventative counseling for a healthy diet or avoiding UV exposures from the sun, along with-

Speaker speaker_1: Oh.

Speaker speaker_0: ... immunizations like influenza, tetanus and such. Basically everything that you get done to check and make sure that you're up to health. But it's not gonna cover any hospital indemnity services to treat any sickness, like emergency room, urgent care or surgeries, since those are not preventative.

Speaker speaker_1: Oh, okay. I got it. Thank you.

Speaker speaker_0: Of course. Were you looking to decline it or were you looking to let the enrollment go through?

Speaker speaker_1: Uh, you can decline it, honestly.

Speaker speaker_0: Okay. I just have to look for your account. What are the last four of your social?

Speaker speaker_1: 1652.

Speaker speaker_0: And the last name?

Speaker speaker_1: Uh, I-G-W-E.

Speaker speaker_0: I need to make sure that I have the right account in front of me. Can you please verify your mailing address and date of birth?

Speaker speaker_1: Wait. This is for Surge, right?

Speaker speaker_0: Yes, sir, Surge Staffing.

Speaker speaker_1: Isn't it the 10-30-04?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Well, it is 3551 Adams Landing Drive, Powder Springs, Georgia 30127.

Speaker speaker_0: All right. And then the date of birth?

Speaker speaker_1: 0925 of '99.

Speaker speaker_0: I have this contact, same as the one that you called on. Phone number ending in 8670, with the email of derrick344@gmail.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Oh. So actually you work with Surge back in 2022, so auto-enrollment won't take effect anymore with you.

Speaker speaker_1: All right, that's cool.

Speaker speaker_0: Yes, sir. So you can simply ignore them. Based on your personal enrollment period, this is your first week, so you might receive roughly two or three more of those text messages. You can simply ignore them. You won't be auto-enrolled into anything.

Speaker speaker_1: Okay. Got it. Thank you.

Speaker speaker_0: Of course. Um, they do have health benefits that they offer which you're eligible for. Did you need me to send you-

Speaker speaker_1: No, that's okay.

Speaker speaker_0: ... a copy of the benefit guide? Oh, okay.

Speaker speaker_1: No, that's okay.

Speaker speaker_0: Understood. Well, it was a pleasure speaking with you today, sir. I hope you have a wonderful rest of your day.

Speaker speaker_1: Thank you. Love you too.

Speaker speaker_0: Thank you. Bye-bye.