

Transcript: Francesca

Baez-6688935062585344-5820918548185088

Full Transcript

Thank you for calling Benefiting Accra. My name is Francesca. How can I assist you today? Yes, how are you doing? Um, my name is, uh, Jason Brown and, uh, I work for Surge. They send me a text to say that... uh, that told me that I can get enrolled with y'all within 30 days. Yes, sir. I guess I was just calling- And when was the last time- I'm sorry, what? Oh, no. No, it's okay. Go ahead. I was just calling to see what was... you know, what was up with that. You know, just checking on it. Um, like in the sense of what they meant by the message or in the sense of what benefits they offer? Yes, like... Yeah, yeah. Okay. So in regards to the first one, that text message, basically that was their reminder, um, utmost in regards to your personal enrollment period. That's a specific time when you're eligible for their enrollment for their insurance, which is 30 days after your first paycheck. The second part of the text message where it has something of MEC TeleRx, it's advising you that they have a company policy where they auto-enroll the new hires into a medical preventative care plan, which is what that MEC TeleRx is. And then, as far as- Oh, okay. Mm-hmm. Um, and then as far as what plans they offered, there are PPO-limited insurance plans. They offer medical, dental, short-term disability for the member only, life insurance, vision, critical illness, group accident, behavior health which is virtual therapy, um, as well as they do offer primary virtual care and a 3RX membership for their prescriptions. Okay. So if you do not want to be auto-enrolled into the medical preventative care plan, we'll have to process a declination so that the system doesn't enroll you. By declining auto enrollment, it doesn't mean that you don't want the insurance. It just means that you don't want them to automatically enroll you into that plan. Oh, okay. Yes, sir. Uh- Did you need me to process a declination for you? Yes, you can. Are these... Okay. What are the last four of your Social? 1293. Can you please verify your mailing address and date of birth to make sure that I did pull up the right account? Um, 198 and a half 10th house. You look like you have a different address on file. You said I have a different address? Yeah, maybe it's your old address? Yeah, it's probably my old one. Is it... is it Burns? Yes, sir. Yeah, it's my old one. Do you remember the old address? Yes, 750 Burns Street. Hold on. And lastly, your date of birth? 11/6/2003. I have that as contact 567-361-1105. Yes. All right. Now, Mr. Brown, you did work with Surge Staffing last year in 2024 and you declined- Yes. ... their enrollment. So it's not going to take effect on you anymore 'cause the auto enrollment only happens when you're a new hire with them. Since you're a return employee, it won't auto-enroll you. So at this point, the only way that you can have their insurance if it... is if you specifically ask for it. All right. That's okay. All right. Uh, besides the declining, was there anything else that we can assist you with today? No, that'd be all. All right. Thank you so much for calling Benefiting Accra. It was a pleasure speaking with you today. You're welcome.

Conversation Format

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

Speaker speaker_1: Yes, how are you doing? Um, my name is, uh, Jason Brown and, uh, I work for Surge. They send me a text to say that... uh, that told me that I can get enrolled with y'all within 30 days.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I guess I was just calling-

Speaker speaker_0: And when was the last time-

Speaker speaker_1: I'm sorry, what?

Speaker speaker_0: Oh, no. No, it's okay. Go ahead.

Speaker speaker_1: I was just calling to see what was... you know, what was up with that. You know, just checking on it.

Speaker speaker_0: Um, like in the sense of what they meant by the message or in the sense of what benefits they offer?

Speaker speaker_1: Yes, like... Yeah, yeah.

Speaker speaker_0: Okay. So in regards to the first one, that text message, basically that was their reminder, um, utmost in regards to your personal enrollment period. That's a specific time when you're eligible for their enrollment for their insurance, which is 30 days after your first paycheck. The second part of the text message where it has something of MEC TeleRx, it's advising you that they have a company policy where they auto-enroll the new hires into a medical preventative care plan, which is what that MEC TeleRx is. And then, as far as-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm. Um, and then as far as what plans they offered, there are PPO-limited insurance plans. They offer medical, dental, short-term disability for the member only, life insurance, vision, critical illness, group accident, behavior health which is virtual therapy, um, as well as they do offer primary virtual care and a 3RX membership for their prescriptions.

Speaker speaker_1: Okay.

Speaker speaker_0: So if you do not want to be auto-enrolled into the medical preventative care plan, we'll have to process a declination so that the system doesn't enroll you. By declining auto enrollment, it doesn't mean that you don't want the insurance. It just means that you don't want them to automatically enroll you into that plan.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh-

Speaker speaker_0: Did you need me to process a declination for you?

Speaker speaker_1: Yes, you can.

Speaker speaker_0: Are these... Okay. What are the last four of your Social?

Speaker speaker_1: 1293.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure that I did pull up the right account?

Speaker speaker_1: Um, 198 and a half 10th house.

Speaker speaker_0: You look like you have a different address on file.

Speaker speaker_1: You said I have a different address?

Speaker speaker_0: Yeah, maybe it's your old address?

Speaker speaker_1: Yeah, it's probably my old one. Is it... is it Burns?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, it's my old one.

Speaker speaker_0: Do you remember the old address?

Speaker speaker_1: Yes, 750 Burns Street. Hold on.

Speaker speaker_0: And lastly, your date of birth?

Speaker speaker_1: 11/6/2003.

Speaker speaker_0: I have that as contact 567-361-1105.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Now, Mr. Brown, you did work with Surge Staffing last year in 2024 and you declined-

Speaker speaker_1: Yes.

Speaker speaker_0: ... their enrollment. So it's not going to take effect on you anymore 'cause the auto enrollment only happens when you're a new hire with them. Since you're a return employee, it won't auto-enroll you. So at this point, the only way that you can have their insurance if it... is if you specifically ask for it.

Speaker speaker_1: All right. That's okay.

Speaker speaker_0: All right. Uh, besides the declining, was there anything else that we can assist you with today?

Speaker speaker_1: No, that'd be all.

Speaker speaker_0: All right. Thank you so much for calling Benefiting Accra. It was a pleasure speaking with you today.

Speaker speaker_1: You're welcome.