

Transcript: Justin

Mills-5450889456730112-5244999948517376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Um, hi. How are you doing today, sir? I'm doing pretty well, and yourself? Uh, can you hear me well? I'm using my- Yeah, I can hear you. ... my speaker don't work. Okay, um, I just got a text message, um, saying, "Congrats on your job with Surge. You will be auto-enrolled in M-E-C, uh, TeleRx." I don't know how to pronounce it. It's 30 days, call B-I- BIC at 1-4- 1-800-469-4483-... window closes. Can you please, like, rephrase this for me? Like, uh, explain? Yeah. Yeah. So- I work at a, I work at a temp agency at Surge and I work at CJ Food. Yeah, so the text mess- And they announced me, congratulating me. Yeah, so the text message you received was just congratulating you on your job with Surge Staffing and letting you know that you would be automatically enrolled into one of their medical plans that was offered through them. So, you have the option to either accept it or the option to opt out of it. It's for health insurance. Oh, okay. So, so is that, is that medical... Is that, like, key to your health insurance? Uh, it's deducted weekly from your paycheck. I believe it's \$16.80 per week. Oh, and then after you... So, if I go to, let's say, the hospital for, like, like, I need, like, a checkup or anything like this, uh, they give you a card, we give you a card, right? But, um, You send back the medical, I'm going there with a card? Correct, so the MEC TeleRx covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Uh, okay. And that's, and they're taking that, uh, from the check too, right? Correct, if you're, once you're auto-enrolled, yes. Okay, and that's, like, a- and that's, like, what? Every month they're taking \$16 or every, like, two weeks or, uh... It's every week when you get paid, \$16.80 per week. Oh, oh, yeah, oh, yeah, sorry about that. I got it. Sorry about that. Yeah, you're right. It's every week. No, no problem. I understand now. Yeah, I understand now, but, um, so it's saying I got 30 days to, to make changes before the... So, I'm enrolled right now, right? Like, um... Uh, no, sir. So, you're not enrolled. I'm in there... Um, you will be auto-enrolled after 30 days. So, you have 30 days to make any changes to, like, opt out or accept the auto-enrollment, stuff like that. Oh, okay. Okay, I understand. Okay. No, uh, I'll, I'll think about it, but I won't be making changes for it anytime soon right now. Okay. Is there anything else I can help you out with today? Uh, that'll be it. Thank you, sir, 'cause I, I didn't know 'cause I got a text message and I just wanted you to explain it to me. Now I understand everything, so thank you. That'll be all there is to it. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Um, hi. How are you doing today, sir?

Speaker speaker_1: I'm doing pretty well, and yourself?

Speaker speaker_2: Uh, can you hear me well? I'm using my-

Speaker speaker_1: Yeah, I can hear you.

Speaker speaker_2: ... my speaker don't work. Okay, um, I just got a text message, um, saying, "Congrats on your job with Surge. You will be auto-enrolled in M-E-C, uh, TeleRx." I don't know how to pronounce it. It's 30 days, call B-I- BIC at 1-4- 1-800-469-4483-... window closes. Can you please, like, rephrase this for me? Like, uh, explain?

Speaker speaker_1: Yeah. Yeah. So-

Speaker speaker_2: I work at a, I work at a temp agency at Surge and I work at CJ Food.

Speaker speaker_1: Yeah, so the text mess-

Speaker speaker_2: And they announced me, congratulating me.

Speaker speaker_1: Yeah, so the text message you received was just congratulating you on your job with Surge Staffing and letting you know that you would be automatically enrolled into one of their medical plans that was offered through them. So, you have the option to either accept it or the option to opt out of it. It's for health insurance.

Speaker speaker_2: Oh, okay. So, so is that, is that medical... Is that, like, key to your health insurance?

Speaker speaker_1: Uh, it's deducted weekly from your paycheck. I believe it's \$16.80 per week.

Speaker speaker_2: Oh, and then after you... So, if I go to, let's say, the hospital for, like, like, I need, like, a checkup or anything like this, uh, they give you a card, we give you a card, right? But, um, You send back the medical, I'm going there with a card?

Speaker speaker_1: Correct, so the MEC TeleRx covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_2: Uh, okay. And that's, and they're taking that, uh, from the check too, right?

Speaker speaker_1: Correct, if you're, once you're auto-enrolled, yes.

Speaker speaker_2: Okay, and that's, like, a- and that's, like, what? Every month they're taking \$16 or every, like, two weeks or, uh...

Speaker speaker_1: It's every week when you get paid, \$16.80 per week.

Speaker speaker_2: Oh, oh, yeah, oh, yeah, sorry about that. I got it. Sorry about that. Yeah, you're right. It's every week.

Speaker speaker_1: No, no problem.

Speaker speaker_2: I understand now. Yeah, I understand now, but, um, so it's saying I got 30 days to, to make changes before the... So, I'm enrolled right now, right? Like, um...

Speaker speaker_1: Uh, no, sir. So, you're not enrolled.

Speaker speaker_2: I'm in there...

Speaker speaker_1: Um, you will be auto-enrolled after 30 days. So, you have 30 days to make any changes to, like, opt out or accept the auto-enrollment, stuff like that.

Speaker speaker_2: Oh, okay. Okay, I understand. Okay. No, uh, I'll, I'll think about it, but I won't be making changes for it anytime soon right now.

Speaker speaker_1: Okay. Is there anything else I can help you out with today?

Speaker speaker_2: Uh, that'll be it. Thank you, sir, 'cause I, I didn't know 'cause I got a text message and I just wanted you to explain it to me. Now I understand everything, so thank you. That'll be all there is to it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.