

Transcript: Justin

Mills-6400908463652864-5987415486840832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Justin with Justin Huck, how can I help you today? Hi. Um, I've, uh, I'm actually kind of confused as to why I got this card. Um, I, I mean, I work for Surge Staffing, um, and I didn't know it came with insurance benefits. Do I actually have benefits? Um, well, I do know that Surge Staffing does automatically enroll their new hires into the MEC TeleRx, which is a medical plan offered through them, so that's probably what happened. But I can pull your file- Oh, okay. ... for you to confirm that information. Yeah, I'd like to see what kind of coverage I have, actually, 'cause I'm in... Hell, if I have vision too then I need new glasses . Okay, so Surge Staffing, what's the last four of your Social? 0736. And your first and last name? Anthony McCoy. And for security purposes, can you verify the home address including city, state and zip code, Anthony? Uh, 503 Plaza Drive, uh, Circleville, Ohio. Fuck, what's the, uh, zip code here? Tracy, what's the zip code here? 43113. And your date of birth? January 4th, 1991. And a good telephone number have 740-637-7235. Yep, that's a good one. And the email have is bryantmccoy91@gmail? Yep. Okay, so looking at the file does tell me that yes, Surge Staffing did automatically enroll you into that medical plan. However, the MEC TeleRx just covers preventative healthcare services as well as a subscription-free Rx, so I'm not seeing vision included in that. Oh, okay. Well, darn. I got ex- all excited for nothin'. Totally understand. Um, but pre- preventative healthcare services are like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Right. Okay. Well, that's good to know. I appreciate ya. You're welcome. Is there anything else I could help you out with today, Anthony? Uh, I do not believe so. Awesome. Well, you have a wonderful day, okay? Y- you too. Thank you. All right, bye-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 Justin with Justin Huck, how can I help you today?

Speaker speaker_2: Hi. Um, I've, uh, I'm actually kind of confused as to why I got this card. Um, I, I mean, I work for Surge Staffing, um, and I didn't know it came with insurance benefits. Do I actually have benefits?

Speaker speaker_1: Um, well, I do know that Surge Staffing does automatically enroll their new hires into the MEC TeleRx, which is a medical plan offered through them, so that's probably what happened. But I can pull your file-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... for you to confirm that information.

Speaker speaker_2: Yeah, I'd like to see what kind of coverage I have, actually, 'cause I'm in... Hell, if I have vision too then I need new glasses .

Speaker speaker_1: Okay, so Surge Staffing, what's the last four of your Social?

Speaker speaker_2: 0736.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Anthony McCoy.

Speaker speaker_1: And for security purposes, can you verify the home address including city, state and zip code, Anthony?

Speaker speaker_2: Uh, 503 Plaza Drive, uh, Circleville, Ohio. Fuck, what's the, uh, zip code here? Tracy, what's the zip code here? 43113.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: January 4th, 1991.

Speaker speaker_1: And a good telephone number have 740-637-7235.

Speaker speaker_2: Yep, that's a good one.

Speaker speaker_1: And the email have is bryantmccoy91@gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so looking at the file does tell me that yes, Surge Staffing did automatically enroll you into that medical plan. However, the MEC TeleRx just covers preventative healthcare services as well as a subscription-free Rx, so I'm not seeing vision included in that.

Speaker speaker_2: Oh, okay. Well, darn. I got ex- all excited for nothin'.

Speaker speaker_1: Totally understand. Um, but pre- preventative healthcare services are like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_2: Right. Okay. Well, that's good to know. I appreciate ya.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today, Anthony?

Speaker speaker_2: Uh, I do not believe so.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Y- you too. Thank you.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.