

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yeah. I'm actually calling to, uh, get some information about my account, apparently. Because I was, uh, uh, auto-enrolled and through, uh... in the TeleRx through Surge Staffing and I need to know what all it covers and everything else and so I can go see a doctor. I totally understand. So Surge Staffing, what's the last four of your Social? 4050. And your first and last name? Amanda Walcott. And for security purposes, could you verify your home address, including city, state and zip code, Amanda? 5825 Court Boaz, Alabama 35507. And confirm your date of birth. 09/11/92. And a good telephone number has 256-558-9077? Correct. And the email has amandarena92 at, at Gmail? Yes. Okay. Um, so looking at the file, it looks like Surge auto-enrolled you into the MEC TeleRx, which covers all of your preventative healthcare services, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Okay. I'm confused, 'cause I didn't actually... I didn't... I need to see an actual doctor, 'cause I've got issues going on with me, myself on the inside and they're gonna have to take m- take my blood and everything. I need actual insurance. Is that what this is? 'Cause if not, they have no business enrolling me and having me pay for something like this. I totally understand. Well, it is Surge's policy that they automatically enroll their new hires into that medical plan, usually 30 days after their first paycheck, unless they give us, that benefits and our card, to call to opt out of the benefit. However, looking at your file, I'm not seeing where you did call to opt out of it, so they auto-enrolled you into it anyways. Um, but regarding the medical plan, um, it is the only preventative healthcare services, so like, like I said earlier, physicals, diabetes screenings, vaccinations, stuff like that. However, even if the doctor- Yeah, I don't do vaccinations. I just need to go to a doctor so they can check my thyroids and everything. All of my levels need to be checked, because something is going wrong with the inside of me, and on top of that, I have heart issu- I have a heart issue I've got to have regular insurance for it. I totally understand, but like I said, um, it just covers preventative healthcare services only, so it wouldn't cover anything like that. Yeah, no, I, I'm just new- That could be canceled out then because I, I'm not gonna pay for something that I'm not gonna even use. Like there's- That would be understood. ... honestly, there's just no en- no, 'cause I don't have diabetes. I totally understand. So why would I go get that? And why, and why am I gonna go get screened like... The only thing... Unless y'all have dental and unless y'all cover dental. Um, now Surge does offer dental as well. However, since you were already auto-enrolled or had a pending request sent for enrollment, you missed your 30-day window. So unfortunately, we wouldn't be able to add dental right now. Oh. Well, I didn't even know nothing about it. I called the company 'cause it came through as a spam message on my phone. So I called Surge, and they told me

that, uh, and that's when I found out. Okay. Well, it should have been during your onboarding paperwork, all the documents that you signed before you s- like started with Surge Staffing. There was a little notice about the auto-enrollment. Uh, they... I, I did all my paperwork with them way back in like September, October of last year, and I just started work- I just started on the 31st of December with Surge at, uh, the job I'm at now. Like- Okay. ... there was a big brief time where I was not working for them, but I did, I did all my paperwork for them. I totally understand. So like I said, it was in your onboarding paperwork when you started with them. Um, but I'll go ahead and cancel the coverage for you. Um, but like I said, looking at the file, there is a pending request sent for enrollment. So I do know that there will be one deduction that does come off. But after that, you should be officially canceled, okay? All right. Thank you. You're welcome. You have a great day, okay? You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Um, yeah. I'm actually calling to, uh, get some information about my account, apparently. Because I was, uh, uh, auto-enrolled and through, uh... in the TeleRx through Surge Staffing and I need to know what all it covers and everything else and so I can go see a doctor.

Speaker speaker_0: I totally understand. So Surge Staffing, what's the last four of your Social?

Speaker speaker_1: 4050.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Amanda Walcott.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Amanda?

Speaker speaker_1: 5825 Court Boaz, Alabama 35507.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 09/11/92.

Speaker speaker_0: And a good telephone number has 256-558-9077?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email has amandarena92 at, at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like Surge auto-enrolled you into the MEC TeleRx, which covers all of your preventative healthcare services, as well as a

subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_1: Okay. I'm confused, 'cause I didn't actually... I didn't... I need to see an actual doctor, 'cause I've got issues going on with me, myself on the inside and they're gonna have to take m- take my blood and everything. I need actual insurance. Is that what this is? 'Cause if not, they have no business enrolling me and having me pay for something like this.

Speaker speaker_0: I totally understand. Well, it is Surge's policy that they automatically enroll their new hires into that medical plan, usually 30 days after their first paycheck, unless they give us, that benefits and our card, to call to opt out of the benefit. However, looking at your file, I'm not seeing where you did call to opt out of it, so they auto-enrolled you into it anyways. Um, but regarding the medical plan, um, it is the only preventative healthcare services, so like, like I said earlier, physicals, diabetes screenings, vaccinations, stuff like that. However, even if the doctor-

Speaker speaker_1: Yeah, I don't do vaccinations. I just need to go to a doctor so they can check my thyroids and everything. All of my levels need to be checked, because something is going wrong with the inside of me, and on top of that, I have heart issu- I have a heart issue I've got to have regular insurance for it.

Speaker speaker_0: I totally understand, but like I said, um, it just covers preventative healthcare services only, so it wouldn't cover anything like that.

Speaker speaker_1: Yeah, no, I, I'm just new- That could be canceled out then because I, I'm not gonna pay for something that I'm not gonna even use. Like there's-

Speaker speaker_0: That would be understood.

Speaker speaker_1: ... honestly, there's just no en- no, 'cause I don't have diabetes.

Speaker speaker_0: I totally understand.

Speaker speaker_1: So why would I go get that? And why, and why am I gonna go get screened like... The only thing... Unless y'all have dental and unless y'all cover dental.

Speaker speaker_0: Um, now Surge does offer dental as well. However, since you were already auto-enrolled or had a pending request sent for enrollment, you missed your 30-day window. So unfortunately, we wouldn't be able to add dental right now.

Speaker speaker_1: Oh. Well, I didn't even know nothing about it. I called the company 'cause it came through as a spam message on my phone. So I called Surge, and they told me that, uh, and that's when I found out.

Speaker speaker_0: Okay. Well, it should have been during your onboarding paperwork, all the documents that you signed before you s- like started with Surge Staffing. There was a little notice about the auto-enrollment.

Speaker speaker_1: Uh, they... I, I did all my paperwork with them way back in like September, October of last year, and I just started work- I just started on the 31st of

December with Surge at, uh, the job I'm at now. Like-

Speaker speaker_0: Okay.

Speaker speaker_1: ... there was a big brief time where I was not working for them, but I did, I did all my paperwork for them.

Speaker speaker_0: I totally understand. So like I said, it was in your onboarding paperwork when you started with them. Um, but I'll go ahead and cancel the coverage for you. Um, but like I said, looking at the file, there is a pending request sent for enrollment. So I do know that there will be one deduction that does come off. But after that, you should be officially canceled, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.