

Transcript: Malcolm

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Full Transcript

Um, me being automatically enrolled within 30 days to some kind of tele-, um, Rx or something like that. And I was just wondering what that was all about. What staffing company you work for? Surge. So that's the automatic text going out from Surge to their new employees congratulating them on the job with Surge, letting them know they have 30 days to either get enrolled or decline the coverage or they'll be auto-enrolled into the NEC TeleRx plan. The NEC TeleRx plan is a preventative care plan that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. And it gives you access... Hmm, excuse me. And it gives you access to FreeRx, which is a virtual pharmacy that gives you access to over 800 acute client medications and it also gives you access to a virtual urgent care visits. Uh, and that's something that'll be deducted out of my check, I guess? Yes. It'll be automatically deducted if you don't decline it. Okay. Uh, I have to decline it through the text message or can I decline it with you right now? You can decline it with me. You, you wouldn't do it through the text message. What is the last four of your Social? Uh, 7103. First name? Chris Dailey. Christopher. For security purposes, can you verify your address and date of birth for me? Uh, 425 Woodward Avenue Northwest, um, Jacksonville, Alabama. And what was the other thing? My date of birth? Date of birth? Yes, sir. 8/26/80. Yep. So you got your phone number as 256-300-5487? Yes. And your email is pamela.dailey@ymail.com? Yes. All right. I got that decline for you, Mr. Chris. Was there anything else I can help you with today? Uh, no, thank you. I just wanted to make sure I was getting as little deductions as possible. I understand. So, I appreciate that, man. Thank you. No problem, Mr. Chris. You have a great rest of your week. Thanks for the confidence in the card. Thank you. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Um, me being automatically enrolled within 30 days to some kind of tele-, um, Rx or something like that. And I was just wondering what that was all about.

Speaker speaker_1: What staffing company you work for?

Speaker speaker_0: Surge.

Speaker speaker_1: So that's the automatic text going out from Surge to their new employees congratulating them on the job with Surge, letting them know they have 30 days to either get enrolled or decline the coverage or they'll be auto-enrolled into the NEC TeleRx plan. The NEC TeleRx plan is a preventative care plan that's good for like wellness checks, physicals,

vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. And it gives you access... Hmm, excuse me. And it gives you access to FreeRx, which is a virtual pharmacy that gives you access to over 800 acute client medications and it also gives you access to a virtual urgent care visits.

Speaker speaker_0: Uh, and that's something that'll be deducted out of my check, I guess?

Speaker speaker_1: Yes. It'll be automatically deducted if you don't decline it.

Speaker speaker_0: Okay. Uh, I have to decline it through the text message or can I decline it with you right now?

Speaker speaker_1: You can decline it with me. You, you wouldn't do it through the text message. What is the last four of your Social?

Speaker speaker_0: Uh, 7103.

Speaker speaker_1: First name?

Speaker speaker_0: Chris Dailey. Christopher.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_0: Uh, 425 Woodward Avenue Northwest, um, Jacksonville, Alabama. And what was the other thing? My date of birth?

Speaker speaker_1: Date of birth? Yes, sir.

Speaker speaker_0: 8/26/80.

Speaker speaker_1: Yep. So you got your phone number as 256-300-5487?

Speaker speaker_0: Yes.

Speaker speaker_1: And your email is pamela.dailey@ymail.com?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. I got that decline for you, Mr. Chris. Was there anything else I can help you with today?

Speaker speaker_0: Uh, no, thank you. I just wanted to make sure I was getting as little deductions as possible.

Speaker speaker_1: I understand.

Speaker speaker_0: So, I appreciate that, man. Thank you.

Speaker speaker_1: No problem, Mr. Chris. You have a great rest of your week. Thanks for the confidence in the card.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye.