

Transcript: Malcolm

Nash-5947705061752832-6624078256357376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Patient plan benefits, patient plan benefits. This is Malcolm, how can I help you? . Patient plan benefits- Hello. ... when a card gets. This is Malcolm, how can I help you? Hey, this is, uh, Mohammed. I just got a, a text to call this number, so I was p- trying to figure out what, uh, what it's about. Mm-hmm. So what does the text message say, sir? Uh, let me see. Gi- one second. Okay, the text say, "Congrat- congrat- on your job with Surge. You will be auto-enrolled in MEC. Study Rx within 30 days. Call BIC at this number, uh, code." So that's the automatic text that goes out to new hires congratulating them on getting a job with Surge and letting them know they have 30 days to either get enrolled or to decline the coverage that's offered through Surge or they'll be auto-enrolled into the plan. So what- what is it about 'cause I'm- I'm trying to fig- I actually don't understand. It's health ins- it's health insurance offered through Surge. Oh, a health insurance? Yes, sir. Oh, so is it- is it- is it- is it anything important or... It's preventative care coverage. It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms in women, any preventative care coverages. Oh. Okay, okay, okay. All right. No problem. Okay, thank you. Did you want any- do you want to get enrolled? Oh, no, no. I'm good. Are you saying you're good as in you don't want to get enrolled or are you saying you don't want to do anything about it? No, I'll- I'll- I won't do anything about it from right now. Okay. Well, you do have- All right. Just so you know, you do have 30 days from the date you receive your first paycheck to make any changes or decline. Okay. So- so if- if I- if I accept it and do this, so y'all gonna- y'all gonna take it out from my check, too? Uh, if you don't decline, Surge will auto-enroll you into the plan and it will be deducted from your ch- paycheck. Yes, sir. So if I decline it, what's gon- gonna happen? You won- you won't be auto-enrolled. Okay, so just- just- so just decline it because I don't want to get it- I don't wanna- I don't wanna get it- get out of my check yet. What's the last four of your social? My last four? 0660. 0660? Yeah. First name? Mohammed. Last name? K- KA. For security purposes, can you verify your address and date of birth for me? Speaking in foreign language. 07712. I said, for security purposes, can you verify your address and date of birth for me? 1571 Riverwalk Trail, Atlanta, Georgia. 07712, 2003. Thank you. Again, your phone number is 884-3642. Yeah. Okay. I got that declined for you, Mr. Kyle. Is there anything else I can help you with today? That's it. If there's nothing else, thank you for calling Benefits in a Card. I hope you have a great rest of your weekend. All right.

Conversation Format

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

Speaker speaker_2: Patient plan benefits, patient plan benefits. This is Malcolm, how can I help you?

Speaker speaker_3: .

Speaker speaker_2: Patient plan benefits-

Speaker speaker_3: Hello.

Speaker speaker_2: ... when a card gets. This is Malcolm, how can I help you?

Speaker speaker_3: Hey, this is, uh, Mohammed. I just got a, a text to call this number, so I was p- trying to figure out what, uh, what it's about.

Speaker speaker_2: Mm-hmm. So what does the text message say, sir?

Speaker speaker_3: Uh, let me see. Gi- one second. Okay, the text say, "Congrat- congrat- on your job with Surge. You will be auto-enrolled in MEC. Study Rx within 30 days. Call BIC at this number, uh, code."

Speaker speaker_2: So that's the automatic text that goes out to new hires congratulating them on getting a job with Surge and letting them know they have 30 days to either get enrolled or to decline the coverage that's offered through Surge or they'll be auto-enrolled into the plan.

Speaker speaker_3: So what- what is it about 'cause I'm- I'm trying to fig- I actually don't understand.

Speaker speaker_2: It's health ins- it's health insurance offered through Surge.

Speaker speaker_3: Oh, a health insurance?

Speaker speaker_2: Yes, sir.

Speaker speaker_3: Oh, so is it- is it- is it- is it anything important or...

Speaker speaker_2: It's preventative care coverage. It's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms in women, any preventative care coverages.

Speaker speaker_3: Oh. Okay, okay, okay. All right. No problem. Okay, thank you.

Speaker speaker_2: Did you want any- do you want to get enrolled?

Speaker speaker_3: Oh, no, no. I'm good.

Speaker speaker_2: Are you saying you're good as in you don't want to get enrolled or are you saying you don't want to do anything about it?

Speaker speaker_3: No, I'll- I'll- I won't do anything about it from right now.

Speaker speaker_2: Okay. Well, you do have-

Speaker speaker_3: All right.

Speaker speaker_2: Just so you know, you do have 30 days from the date you receive your first paycheck to make any changes or decline.

Speaker speaker_3: Okay. So- so if- if I- if I accept it and do this, so y'all gonna- y'all gonna take it out from my check, too?

Speaker speaker_2: Uh, if you don't decline, Surge will auto-enroll you into the plan and it will be deducted from your ch- paycheck. Yes, sir.

Speaker speaker_3: So if I decline it, what's gon- gonna happen?

Speaker speaker_2: You won- you won't be auto-enrolled.

Speaker speaker_3: Okay, so just- just- so just decline it because I don't want to get it- I don't wanna- I don't wanna get it- get out of my check yet.

Speaker speaker_2: What's the last four of your social?

Speaker speaker_3: My last four? 0660.

Speaker speaker_2: 0660?

Speaker speaker_3: Yeah.

Speaker speaker_2: First name?

Speaker speaker_3: Mohammed.

Speaker speaker_2: Last name?

Speaker speaker_3: K- KA.

Speaker speaker_2: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_3: Speaking in foreign language.

Speaker speaker_4: 07712.

Speaker speaker_2: I said, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_3: 1571 Riverwalk Trail, Atlanta, Georgia. 07712, 2003.

Speaker speaker_2: Thank you. Again, your phone number is 884-3642.

Speaker speaker_3: Yeah.

Speaker speaker_2: Okay. I got that declined for you, Mr. Kyle. Is there anything else I can help you with today?

Speaker speaker_3: That's it.

Speaker speaker_2: If there's nothing else, thank you for calling Benefits in a Card. I hope you have a great rest of your weekend.

Speaker speaker_3: All right.