

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who else are you speaking with? You're speaking of Michael Newton. Um, I got the card in the mail, and I was trying to see if it's active and what I need to do. Okay. What does the card say? What kind of card is it? A Surge, a member's work with Surge. Okay. Well, um, does the, the card, what does the card say on it? Does it say MultiPlan? Does it say American Public Life? Uh, you have MultiPlan, uh-huh, MultiPlan, and you have, um, Medipack, Medical Impact, and it says Benefit and a Card. Okay. So that sounds like it's the preventative health plan. Surge has, uh, offers healthcare benefits to their employees, medical, dental, vision, short-term disability, stuff like that. They give you 30 days from the date of your first paycheck to either decline the coverage and say you don't want it or to enroll in plans that you do want. If you don't do either, they automatically enroll you in a plan that's preventive health, and it gets deducted from your check every week. So, okay, he, this just came and he didn't have anything prior to this. So if he don't respond, they, he have a automatic plan coverage? What is the name of it automatically? Um, MEC and, um, MEC teller RX. ME- MEC? Yes. MEC teller RX. So because he didn't call to decline, he was enrolled in that plan. That's why he received that card. Um, he can cancel at any time. He would just have to give us, give us a call himself, um, and he can cancel at any time. Okay. Um, but yeah. Okay. I see at the bottom what they said, MultiPlan MEC coverage. How much is it... Uh, he wants to know how much is it? Uh, how much do y'all take out for these plans? It's, uh, 15... Well, the plan is 16.80 a week. Okay. All right. Then we good. Okay. So, uh, it's for, um, doctor's visit, dental, vision? No, ma'am, that plan is preventative health only. If he enrolled in dental and vision, um, he'll receive cards for those as well. But that, that card specifically is for preventative health. So it's his annual physical, some immunizations, some STD screenings, some cancer screenings, blood pressure, diabetes, those kind of things. It doesn't cover going to the doctor ER. It just covers preventative health. Oh, okay. Oh, okay. All right. Well, he's here. He wants to just go ahead and see what they're for. Okay. Okay, that's good. Okay. So what, uh, just the doctor visit, no medicine, right? Do he got drug stores? Well, he does have FreeRx built into that plan. Um, it, so he'll go to FreeRx.com, click on member login and register there. He'll be able to use his FreeRx account. Um, and they do offer telehealth services with that plan. So he'll be able to see a doctor via webcam, but he just wouldn't be able to go into a doctor unless it's for his annual physical or some STD screening, blood pressure screenings, that kind of thing. Okay. so it's medicine. Okay. So wait, one more thing. If he... Okay, for the medicine, back to the medicine, he needs to go online to the, the FreeRx.com for the- Yeah. ... for the, for his medicine? Yeah. Or he can- Mm-hmm. Okay. So he can't show the card. Okay. And there are... Okay. There are- Yeah, FreeRx has its own- I think there are, um- ... separate card when you, when you register and log in, it has its own separate card for

coverage. Oh. Oh, okay. Gotcha. Okay. Okay. All right. Well, thank you so very much for verifying this for us. Okay? No problem. Thank you so much for calling. You have a great day. You too. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who else are you speaking with?

Speaker speaker_1: You're speaking of Michael Newton. Um, I got the card in the mail, and I was trying to see if it's active and what I need to do.

Speaker speaker_0: Okay. What does the card say? What kind of card is it?

Speaker speaker_1: A Surge, a member's work with Surge.

Speaker speaker_0: Okay. Well, um, does the, the card, what does the card say on it? Does it say MultiPlan? Does it say American Public Life?

Speaker speaker_1: Uh, you have MultiPlan, uh-huh, MultiPlan, and you have, um, Medipack, Medical Impact, and it says Benefit and a Card.

Speaker speaker_0: Okay. So that sounds like it's the preventative health plan. Surge has, uh, offers healthcare benefits to their employees, medical, dental, vision, short-term disability, stuff like that. They give you 30 days from the date of your first paycheck to either decline the coverage and say you don't want it or to enroll in plans that you do want. If you don't do either, they automatically enroll you in a plan that's preventive health, and it gets deducted from your check every week.

Speaker speaker_1: So, okay, he, this just came and he didn't have anything prior to this. So if he don't respond, they, he have a automatic plan coverage? What is the name of it automatically?

Speaker speaker_0: Um, MEC and, um, MEC teller RX.

Speaker speaker_1: ME- MEC?

Speaker speaker_0: Yes. MEC teller RX. So because he didn't call to decline, he was enrolled in that plan. That's why he received that card. Um, he can cancel at any time. He would just have to give us, give us a call himself, um, and he can cancel at any time.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but yeah.

Speaker speaker_1: Okay. I see at the bottom what they said, MultiPlan MEC coverage. How much is it... Uh, he wants to know how much is it? Uh, how much do y'all take out for these plans?

Speaker speaker_0: It's, uh, 15... Well, the plan is 16.80 a week.

Speaker speaker_1: Okay. All right. Then we good. Okay. So, uh, it's for, um, doctor's visit, dental, vision?

Speaker speaker_0: No, ma'am, that plan is preventative health only. If he enrolled in dental and vision, um, he'll receive cards for those as well. But that, that card specifically is for preventative health. So it's his annual physical, some immunizations, some STD screenings, some cancer screenings, blood pressure, diabetes, those kind of things. It doesn't cover going to the doctor ER. It just covers preventative health.

Speaker speaker_1: Oh, okay. Oh, okay. All right. Well, he's here. He wants to just go ahead and see what they're for. Okay. Okay, that's good. Okay. So what, uh, just the doctor visit, no medicine, right? Do he got drug stores?

Speaker speaker_0: Well, he does have FreeRx built into that plan. Um, it, so he'll go to FreeRx.com, click on member login and register there. He'll be able to use his FreeRx account. Um, and they do offer telehealth services with that plan. So he'll be able to see a doctor via webcam, but he just wouldn't be able to go into a doctor unless it's for his annual physical or some STD screening, blood pressure screenings, that kind of thing.

Speaker speaker_1: Okay. so it's medicine. Okay. So wait, one more thing. If he... Okay, for the medicine, back to the medicine, he needs to go online to the, the FreeRx.com for the-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... for the, for his medicine?

Speaker speaker_0: Yeah.

Speaker speaker_1: Or he can-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. So he can't show the card. Okay. And there are... Okay. There are-

Speaker speaker_0: Yeah, FreeRx has its own-

Speaker speaker_1: I think there are, um-

Speaker speaker_0: ... separate card when you, when you register and log in, it has its own separate card for coverage.

Speaker speaker_1: Oh. Oh, okay. Gotcha. Okay. Okay. All right. Well, thank you so very much for verifying this for us. Okay?

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Okay. Bye-bye.