

## Transcript: VICTORIA

**Taylor-4578046232543232-4934408930115584**

### Full Transcript

Thank you for calling Benefits by the Heart. This is Victoria. How can I help you? Uh, yes, I... I got a text from this talking about I can enroll in MEC. But, uh, I'm not sure what that is. I was trying to see what it was about. Gotcha. This would be for, uh, medical insurance if you work here like a staffing or temp agency. Oh, okay. So I can enroll in it? It sounds like it. What's the name of the agency you work for? Uh, Surge. Yeah. So they automatically enroll members into the MEC TeleRX. Um, they typically do that 30 days from the date of your first check unless you opt out. Okay, okay, then. But I... That's what I... I'm gonna just let it... I'm gonna let them go ahead and take care of it my third day is up. Okay. Do you need help with anything else? Oh, no. I just thought I was calling back to, uh, see where it was. Gotcha. All right. You have a wonderful day. All right. You too. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits by the Heart. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, yes, I... I got a text from this talking about I can enroll in MEC. But, uh, I'm not sure what that is. I was trying to see what it was about.

Speaker speaker\_0: Gotcha. This would be for, uh, medical insurance if you work here like a staffing or temp agency.

Speaker speaker\_1: Oh, okay. So I can enroll in it?

Speaker speaker\_0: It sounds like it. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: Yeah. So they automatically enroll members into the MEC TeleRX. Um, they typically do that 30 days from the date of your first check unless you opt out.

Speaker speaker\_1: Okay, okay, then. But I... That's what I... I'm gonna just let it... I'm gonna let them go ahead and take care of it my third day is up.

Speaker speaker\_0: Okay. Do you need help with anything else?

Speaker speaker\_1: Oh, no. I just thought I was calling back to, uh, see where it was.

Speaker speaker\_0: Gotcha. All right. You have a wonderful day.

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: Thank you. Bye-bye.