

## **Transcript: VICTORIA**

**Taylor-4583002026590208-5458588896903168**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Um, I just got a text from you guys talking about, "Congrats with Surge, you will be auto enrolled in MEC Tel RX within 30 days." Okay. Are you wanting to opt out of that? I'm confused on what that is. So Surge Staffing automatically enrolls members into the medical insurance that they offer, which the plan that they specifically enroll you into is the MEC Tel RX, and that's like for your preventative services. Um, so it covers things like your physicals, vaccinations and preventative screenings at 100% as long as you stay within the multi-plan network. Um, it does also come with a subscription of free Rx, which is like a prescription plan, and then it also comes with like virtual urgent care. Oh, okay. Well, I was a bit confused because it wasn't the same number from Surge. So I was just wanting to make sure that I was, uh, uh, A-okay. Yeah. So we're not Surge Staffing. This is Benefits and a Card. We administer their medical insurance. So basically you were getting that message to let you know, unless you opt out of the medical plan, out of the medical insurance, they will automatically enroll you into that plan. Oh, okay. All right. Well, thank you. You're welcome. You have a wonderful day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Um, I just got a text from you guys talking about, "Congrats with Surge, you will be auto enrolled in MEC Tel RX within 30 days."

Speaker speaker\_0: Okay. Are you wanting to opt out of that?

Speaker speaker\_1: I'm confused on what that is.

Speaker speaker\_0: So Surge Staffing automatically enrolls members into the medical insurance that they offer, which the plan that they specifically enroll you into is the MEC Tel RX, and that's like for your preventative services. Um, so it covers things like your physicals, vaccinations and preventative screenings at 100% as long as you stay within the multi-plan network. Um, it does also come with a subscription of free Rx, which is like a prescription plan, and then it also comes with like virtual urgent care.

Speaker speaker\_1: Oh, okay. Well, I was a bit confused because it wasn't the same number from Surge. So I was just wanting to make sure that I was, uh, uh, A-okay.

Speaker speaker\_0: Yeah. So we're not Surge Staffing. This is Benefits and a Card. We administer their medical insurance. So basically you were getting that message to let you know, unless you opt out of the medical plan, out of the medical insurance, they will automatically enroll you into that plan.

Speaker speaker\_1: Oh, okay. All right. Well, thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.