

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefit Medicare. This is Victoria. How can I help you? Hey, uh, I got a text message from you guys, uh, talking about Surge auto enrollment, uh, MEC or something, TeleRx. Okay. Are you wanting to opt out of that? Yeah. What is it about? So this is for medical insurance being offered through Surge Staffing. Um, they automatically enroll new hires into one of the plans that they offer, the MEC TeleRx. They do that 30 days from the date of your first check unless you opt out beforehand, and that specific plan is designed for your preventative healthcare, so it covers things like yearly physicals, vaccinations, and preventative screenings. Um, it does cover that at 100% as long as you stay in network. It also comes with virtual urgent care and a subscription to FreeRx, which is like a prescription plan. Um, that plan for yourself is \$16.80 a week. Okay. I mean, yeah, it should be straight not too bad. Okay. So do you want to opt out of the enrollment or are you okay with being auto enrolled? I'm g- I'm okay with it. Okay. So like I said, they're not gonna do it immediately. They do... Uh, they automatically enroll you 30 days from the date of your first paycheck. Okay, gotcha. All right. So no, I was just calling to get some more information about it. All righty. Do you have any other questions for me? Oh, no, I'm good. All right. Thanks. You're welcome. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit Medicare. This is Victoria. How can I help you?

Speaker speaker\_1: Hey, uh, I got a text message from you guys, uh, talking about Surge auto enrollment, uh, MEC or something, TeleRx.

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

Speaker speaker\_1: Yeah. What is it about?

Speaker speaker\_0: So this is for medical insurance being offered through Surge Staffing. Um, they automatically enroll new hires into one of the plans that they offer, the MEC TeleRx. They do that 30 days from the date of your first check unless you opt out beforehand, and that specific plan is designed for your preventative healthcare, so it covers things like yearly physicals, vaccinations, and preventative screenings. Um, it does cover that at 100% as long as you stay in network. It also comes with virtual urgent care and a subscription to FreeRx, which is like a prescription plan. Um, that plan for yourself is \$16.80 a week.

Speaker speaker\_1: Okay. I mean, yeah, it should be straight not too bad.

Speaker speaker\_0: Okay. So do you want to opt out of the enrollment or are you okay with being auto enrolled?

Speaker speaker\_1: I'm g- I'm okay with it.

Speaker speaker\_0: Okay. So like I said, they're not gonna do it immediately. They do... Uh, they automatically enroll you 30 days from the date of your first paycheck.

Speaker speaker\_1: Okay, gotcha. All right. So no, I was just calling to get some more information about it.

Speaker speaker\_0: All righty. Do you have any other questions for me?

Speaker speaker\_1: Oh, no, I'm good. All right. Thanks.

Speaker speaker\_0: You're welcome. Bye-bye.