

Transcript: VICTORIA

Taylor-4881182048698368-4598939782791168

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I'm calling because I want to ask, um, about... I got a message saying I was going to be auto-enrolled into benefits. And I want to ask- Okay. ... how much it is- What's the name of the agency? How much is it going to be? Surge. Okay. Um, let me pull up their benefits. Give me one second... Ah, do-do-do-do. So it looks like they automatically enroll members into the, uh, MEC TeleRx- Yeah. ... which for an employee only, it is \$16.80 a week. What, what can that be used for exactly? So that is a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. It does also come with a subscription of FreeRx as well as, um, virtual urgent care. Uh, what if I want to un-enroll? Um, I would just need to pull up your files so I can decline it for you. Yeah. Can you decline it for me? What's the last four... Sure. What is the last four of your Social? 9286. Your first and last name? Daniel Ortiz. Okay. Do you mind verifying your address and date of birth? July 30th, 1999. 341 Macon Avenue. Okay. Phone number 331-457-9328? Yeah. Email is ortizdaniel88255@gmail.com, for the email? Yes. Yep. Okay. Well, I see that you're actually already enrolled into different plans: the dental, vision, the VIP Classic, and the behavioral health for employees only. Oh. Oh, okay. What... Can you tell me for the VIP Classic for behavioral health? You said that- So there... Yeah. The VIP Classic is the medical plan. The behavioral health is just a separate policy by itself for behavioral health. Yeah, so that's the one... That's the one I needed. Uh, what's the deduction for, for it? How much are they going to take out? So for everything that you're enrolled into, the dental, vision and the VIP Classic and behavioral health for employee only, total deduction would be \$27.35. Oh, really? Okay. Would I be getting the cards for the... All separate cards for like the behavioral health, the dental, the vision? So you get a ID card for medical which is going to be emailed to you. Uh, dental and vision are going to be mailed. Behavioral health- Mm-hmm. ... doesn't come with an ID card. That's just like a, um, online service that you use for online therapy and counseling. Oh, really? Mm-hmm. Yeah. Can you un-enroll me then or that's not gonna work? Okay. Are you wanting to un-enroll into... Like, just out of the behavioral health or everything that you're enrolled into? Uh, everything. Okay. So what I can do is I can put in a request to have the coverage canceled for you. With that being said, cancellations are not immediate. It takes about one to two weeks for it to be processed through payroll. Okay. So you may see one to two payroll deductions. If you do, it will provide the coverage you're paying for until your payroll has processed the cancellation on their end. Okay. That sounds fine. All righty. Well, I will go ahead and put in the in-, uh, the cancellation request. And do you need help with anything else? No, that's it. Okay. You have a wonderful day. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi. I'm calling because I want to ask, um, about... I got a message saying I was going to be auto-enrolled into benefits. And I want to ask-

Speaker speaker_0: Okay.

Speaker speaker_1: ... how much it is-

Speaker speaker_0: What's the name of the agency?

Speaker speaker_1: How much is it going to be? Surge.

Speaker speaker_0: Okay. Um, let me pull up their benefits. Give me one second... Ah, do-do-do-do. So it looks like they automatically enroll members into the, uh, MEC TeleRx-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... which for an employee only, it is \$16.80 a week.

Speaker speaker_1: What, what can that be used for exactly?

Speaker speaker_0: So that is a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. It does also come with a subscription of FreeRx as well as, um, virtual urgent care.

Speaker speaker_1: Uh, what if I want to un-enroll?

Speaker speaker_0: Um, I would just need to pull up your files so I can decline it for you.

Speaker speaker_1: Yeah. Can you decline it for me?

Speaker speaker_0: What's the last four... Sure. What is the last four of your Social?

Speaker speaker_1: 9286.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Daniel Ortiz.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: July 30th, 1999. 341 Macon Avenue.

Speaker speaker_0: Okay. Phone number 331-457-9328?

Speaker speaker_1: Yeah.

Speaker speaker_0: Email is ortizdaniel88255@gmail.com, for the email?

Speaker speaker_1: Yes. Yep.

Speaker speaker_0: Okay. Well, I see that you're actually already enrolled into different plans: the dental, vision, the VIP Classic, and the behavioral health for employees only.

Speaker speaker_1: Oh. Oh, okay. What... Can you tell me for the VIP Classic for behavioral health? You said that-

Speaker speaker_0: So there... Yeah. The VIP Classic is the medical plan. The behavioral health is just a separate policy by itself for behavioral health.

Speaker speaker_1: Yeah, so that's the one... That's the one I needed. Uh, what's the deduction for, for it? How much are they going to take out?

Speaker speaker_0: So for everything that you're enrolled into, the dental, vision and the VIP Classic and behavioral health for employee only, total deduction would be \$27.35.

Speaker speaker_1: Oh, really? Okay. Would I be getting the cards for the... All separate cards for like the behavioral health, the dental, the vision?

Speaker speaker_0: So you get a ID card for medical which is going to be emailed to you. Uh, dental and vision are going to be mailed. Behavioral health-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... doesn't come with an ID card. That's just like a, um, online service that you use for online therapy and counseling.

Speaker speaker_1: Oh, really?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. Can you un-enroll me then or that's not gonna work?

Speaker speaker_0: Okay. Are you wanting to un-enroll into... Like, just out of the behavioral health or everything that you're enrolled into?

Speaker speaker_1: Uh, everything.

Speaker speaker_0: Okay. So what I can do is I can put in a request to have the coverage canceled for you. With that being said, cancellations are not immediate. It takes about one to two weeks for it to be processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So you may see one to two payroll deductions. If you do, it will provide the coverage you're paying for until your payroll has processed the cancellation on their end.

Speaker speaker_1: Okay. That sounds fine.

Speaker speaker_0: All righty. Well, I will go ahead and put in the in-, uh, the cancellation request. And do you need help with anything else?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: Thank you.