

Transcript: VICTORIA

Taylor-5010552462458880-5073114231160832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Hi. Um, I'm currently employed through Surge Staffing and I was just curious on what was... They told me to call you about their insurance, to like sign up and everything. Okay. Um, are... Got you. Um, are you a new hire with them? Yes. Okay. So, I know that they automatically enroll members into one of the medical plans unless you opt out beforehand. Um, that specific plan is the MEC TeleRx, which basically- Okay. ... covers your preventative healthcare at 100% as long as you stay in network, but it only covers the preventative services. Um, and that specific plan is \$16.80 a week. Okay. Um, now there are other plans to choose from. Do you know anything about the plans being offered? Not really. I'm, I'm, I'm okay. It's just gonna be temporary until I get hired on. You know what I mean? So, I just, I just want, I didn't want... Because I need coverage for me and my wife, so I didn't want to be without any coverage for a extended period of time before I get hired. You know what I mean? Because whenever I get hired on by the company I'm working for, through Surge, I'm gonna go on their insurance. But, I just wanted something in the interim. Okay. Um, well there's other medical plans to choose from other than the one that they automatically enroll you into. Um, so if you'd like, I mean, I can email you the benefits guide so that you can look over the different ones and then you can call us back when you know which one you want. Um, I'm hoping just okay with the base one. That covers just, like, doctor's appointments and stuff, right? Well, it's just for your preventative services. So like, your physicals, vaccinations and preventative screenings. If one of you happen to get sick or injured, that plan is not gonna cover anything, um, that's non-preventative. Okay. Yeah. If you could send me an email that way I can see all the ones, that would be great. Okay. Um, what would be a good email to send that to? Um, fromslima@gmail.com. Okay. Do you mind rep- repeating that one more time? Yeah. No problem. Uh, it's from, S-R-O-M, and it's S-L-I-M-A @gmail.com. Okay. So F as in Frank, R-O-M, and then F as in Frank again, L-I-M-A? It's F instead of the second F, if that makes sense? So, from and then S-L-I-M-A @gmail.com? Yep. Okay. Um, so I will go ahead and send that information to you. And then, uh, like I said, you have 30 days from the date of your first check to get enrolled into Benefits or to decline. Otherwise, they'll automatically enroll you into the, uh, Stay Healthy MEC TeleRx for employee only. So just make sure- Okay. ... you give us a call back as soon as you can once you decide. Okay. Yes, sir. All right. Was there anything else you might need help with? Um, no. That should be all. Okay. Perfect. You have a wonderful day. You too. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi. Um, I'm currently employed through Surge Staffing and I was just curious on what was... They told me to call you about their insurance, to like sign up and everything.

Speaker speaker_1: Okay. Um, are... Got you. Um, are you a new hire with them?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, I know that they automatically enroll members into one of the medical plans unless you opt out beforehand. Um, that specific plan is the MEC TeleRx, which basically-

Speaker speaker_2: Okay.

Speaker speaker_1: ... covers your preventative healthcare at 100% as long as you stay in network, but it only covers the preventative services. Um, and that specific plan is \$16.80 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now there are other plans to choose from. Do you know anything about the plans being offered?

Speaker speaker_2: Not really. I'm, I'm, I'm okay. It's just gonna be temporary until I get hired on. You know what I mean? So, I just, I just want, I didn't want... Because I need coverage for me and my wife, so I didn't want to be without any coverage for a extended period of time before I get hired. You know what I mean? Because whenever I get hired on by the company I'm working for, through Surge, I'm gonna go on their insurance. But, I just wanted something in the interim.

Speaker speaker_1: Okay. Um, well there's other medical plans to choose from other than the one that they automatically enroll you into. Um, so if you'd like, I mean, I can email you the benefits guide so that you can look over the different ones and then you can call us back when you know which one you want.

Speaker speaker_2: Um, I'm hoping just okay with the base one. That covers just, like, doctor's appointments and stuff, right?

Speaker speaker_1: Well, it's just for your preventative services. So like, your physicals, vaccinations and preventative screenings. If one of you happen to get sick or injured, that plan is not gonna cover anything, um, that's non-preventative.

Speaker speaker_2: Okay. Yeah. If you could send me an email that way I can see all the ones, that would be great.

Speaker speaker_1: Okay. Um, what would be a good email to send that to?

Speaker speaker_2: Um, fromslima@gmail.com.

Speaker speaker_1: Okay. Do you mind rep- repeating that one more time?

Speaker speaker_2: Yeah. No problem. Uh, it's from, S-R-O-M, and it's S-L-I-M-A @gmail.com.

Speaker speaker_1: Okay. So F as in Frank, R-O-M, and then F as in Frank again, L-I-M-A?

Speaker speaker_2: It's F instead of the second F, if that makes sense?

Speaker speaker_1: So, from and then S-L-I-M-A @gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Um, so I will go ahead and send that information to you. And then, uh, like I said, you have 30 days from the date of your first check to get enrolled into Benefits or to decline. Otherwise, they'll automatically enroll you into the, uh, Stay Healthy MEC TeleRx for employee only. So just make sure-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you give us a call back as soon as you can once you decide.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right.

Speaker speaker_1: Was there anything else you might need help with?

Speaker speaker_2: Um, no. That should be all.

Speaker speaker_1: Okay. Perfect. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: Bye.