

Transcript: VICTORIA

Taylor-5077182776000512-5455144400633856

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can we help you? Hi, Victoria. I'm calling, um, I received a text message about benefits. Okay. What's the name of the agency you work for? Serge. Gotcha. And are you a new hire with them? I'm a new hire, yes. Okay. I know Serge Staffing will automatically enroll you into one of the medical plans that they offer unless you opt out beforehand. Are you trying to opt out? I'd like more information before I decide. Um, what does it all include? So, the specific plan that they automatically enroll you into is a preventative medical plan. Um, it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the network. It does also come with a virtual urgent care, um, benefit and then also free Rx, which is like a prescription plan. Um, that plan specifically is \$16.80 a week. Uh, now there are other plans to choose from, but that's the one that they, they specifically auto enroll you into. You said 16 per week? \$16.80 a week, yes. Okay. Um, and then if I decide I want to opt out, call this same number? Yes. You'll need to do so, um, within 30 days of your first paycheck. Otherwise, they'll automatically enroll you into it. Okay. And then I'll receive to my mailing address or my email all the information? Yes, if you're enrolled into that plan, once the coverage is active, the ID card is made and sent to you within seven to 10 business days of the coverage being active. Okay. Okay, sounds good. Thank you so much. You're welcome. You have a wonderful day. You as well. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. I'm calling, um, I received a text message about benefits.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: Gotcha. And are you a new hire with them?

Speaker speaker_1: I'm a new hire, yes.

Speaker speaker_0: Okay. I know Serge Staffing will automatically enroll you into one of the medical plans that they offer unless you opt out beforehand. Are you trying to opt out?

Speaker speaker_1: I'd like more information before I decide. Um, what does it all include?

Speaker speaker_0: So, the specific plan that they automatically enroll you into is a preventative medical plan. Um, it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the network. It does also come with a virtual urgent care, um, benefit and then also free Rx, which is like a prescription plan. Um, that plan specifically is \$16.80 a week. Uh, now there are other plans to choose from, but that's the one that they, they specifically auto enroll you into.

Speaker speaker_1: You said 16 per week?

Speaker speaker_0: \$16.80 a week, yes.

Speaker speaker_1: Okay. Um, and then if I decide I want to opt out, call this same number?

Speaker speaker_0: Yes. You'll need to do so, um, within 30 days of your first paycheck. Otherwise, they'll automatically enroll you into it.

Speaker speaker_1: Okay. And then I'll receive to my mailing address or my email all the information?

Speaker speaker_0: Yes, if you're enrolled into that plan, once the coverage is active, the ID card is made and sent to you within seven to 10 business days of the coverage being active.

Speaker speaker_1: Okay. Okay, sounds good. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You as well. Bye.

Speaker speaker_0: Bye-bye.