

Transcript: VICTORIA

Taylor-5274037292843008-6694641975902208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, my agency had texted me and told me to call, to call BIC to make changes before my window closes. What does, what does that mean? This is for medical insurance. Okay. Are you a new hire with them? Uh, yes. Okay. Um, so typically new hires get 30 days from the date of their first check to get enrolled into benefits. Um, what's the name of the agency you work for? Uh, Surge. Okay. And I know also with, uh, Surge, they will automatically enroll members into one of the medical plans they offer unless you opt out beforehand. So, if they were to enroll me in the, in the medical benefits, kind of explain that to me. Does... Am I, am I paying for this? Yes. You would pay for the plan. Uh, the plan that they automatically enroll you into is the MEC TelRx. Mm-hmm. Mm-hmm. Uh, which is basically a, um, medical plan for your preventative health care, so it covers your preventative services at 100% as long as you stay in that work. It does also come with a subscription to FreeRx, which FreeRx is a prescription plan. Um, if it's one of the covered medications, it would be free, and I believe it also comes with, uh, virtual urgent care. Mm-hmm. And it looks like for employee only, it's, uh, \$16.80 a week that they would charge. Okay. I'm actually, like, I already have medical benefits. So, you were saying something about opting out. How would I, how would I basically, like, not be ... I can pull up your file and decline it for you. Yeah. What's the last four of your Social? 6946. And your first and last name? It's Noelpayne. N-O-E-L-P-A-Y-N-E. Okay. Do you mind verifying your address and date of birth? Uh, 2613 Crest Valley Drive, Conyers, Georgia 30094. And my date of birth is 04-25-1999. Okay. Phone number is 678-698-5423. Yes, ma'am. Then email is gonna be firstandlastname15@gmail.com. Yes, ma'am. All right. I will go ahead and opt you out and decline the coverage, and you're good to go from here. Okay. I appreciate it. Yes, sir. Have a good day. You too. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Um, my agency had texted me and told me to call, to call BIC to make changes before my window closes. What does, what does that mean?

Speaker speaker_1: This is for medical insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you a new hire with them?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. Um, so typically new hires get 30 days from the date of their first check to get enrolled into benefits. Um, what's the name of the agency you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: Okay. And I know also with, uh, Surge, they will automatically enroll members into one of the medical plans they offer unless you opt out beforehand.

Speaker speaker_2: So, if they were to enroll me in the, in the medical benefits, kind of explain that to me. Does... Am I, am I paying for this?

Speaker speaker_1: Yes. You would pay for the plan. Uh, the plan that they automatically enroll you into is the MEC TelRx.

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: Uh, which is basically a, um, medical plan for your preventative health care, so it covers your preventative services at 100% as long as you stay in that work. It does also come with a subscription to FreeRx, which FreeRx is a prescription plan. Um, if it's one of the covered medications, it would be free, and I believe it also comes with, uh, virtual urgent care.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And it looks like for employee only, it's, uh, \$16.80 a week that they would charge.

Speaker speaker_2: Okay. I'm actually, like, I already have medical benefits. So, you were saying something about opting out. How would I, how would I basically, like, not be ...

Speaker speaker_1: I can pull up your file and decline it for you.

Speaker speaker_2: Yeah.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 6946.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Noelpayne. N-O-E-L-P-A-Y-N-E.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 2613 Crest Valley Drive, Conyers, Georgia 30094. And my date of birth is 04-25-1999.

Speaker speaker_1: Okay. Phone number is 678-698-5423.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Then email is gonna be firstandlastname15@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. I will go ahead and opt you out and decline the coverage, and you're good to go from here.

Speaker speaker_2: Okay. I appreciate it.

Speaker speaker_1: Yes, sir. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.