

Transcript: VICTORIA

Taylor-5784007559823360-5349173125398528

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? Hi, um, I just got a job about three weeks ago with Surge Temporary Service, and they sent a text and said that in 30 days I'd automatically be enrolled with you guys. Is that medical insurance or... what? Yes, ma'am. Uh, you said Surge Staffing? Yes, in St. Mary's, Ohio. Okay. Um, so they automatically enroll you into the MEC TeleRx, which is a preventative medical plan. Um, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Oh, okay. Um, so would that be like a mammogram? Um, I'm not sure of the... Just because we're the administrators, I'm not sure of, like, the specific procedures that they do. I just know typically it's like physicals, um, preventive screenings and vaccinations. Um- Is there any way you could send some information? Do you know the cost of it? Yeah. So for employee only, it is \$16.80 a week. Okay. Okay. All right, I'm sorry to bother you, I just, um... just saw that and at first I thought, "Oh, I think that's a spam or whatever." And then I thought, "No, I better call and see." Okay. Okay. Um, so it's just like for physicals and stuff? Yes, ma'am. Okay. Um, I can send you a copy of the Benefits Guide to your email. The, um, Benefits Guide goes over all the plans being offered, but it does also specify some information about that specific plan. Oh, okay. Sure. Uh, what would be a good email to send that to? Okay. It's Roberta, R-A-B-E-R-T-A-L, Lightle, L-I-G-H-T-L-E @gmail.com. Okay. Let me just make sure I got it right. So R-A-B-E-R-T-A-L-L-I-G-H-T-L-E @gmail.com? Correct. Yep. Okay. Um, and then if it's something that you wanna opt out of, you would just call us back to do so. Oh. Yeah, if it's just, um, for that, can I just cancel it today? Yeah. I can pull up your file really quick. Uh, what's the last four of your Social? Uh, 9977. Okay. And your first and last name? Roberta Lightle. All righty. And do you mind verifying your address and date of birth? Sure. It's July 8th, 1966, uh, 206 North Main Street, Buckland, Ohio, 45819. And then phone number 419-234-5789? Correct. Okay. So I will go ahead and decline it. And I did go ahead and send you a copy of the Benefits Guide to your email if you wanna look over that still. Okay. Um, was there anything else that you might need help with? No, I don't think so. I, I appreciate your time and your help. Yes, ma'am. You have a won- a wonderful day. You too. Mm-hmm. Bye. 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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi, um, I just got a job about three weeks ago with Surge Temporary Service, and they sent a text and said that in 30 days I'd automatically be enrolled with you guys. Is that medical insurance or... what?

Speaker speaker_1: Yes, ma'am. Uh, you said Surge Staffing?

Speaker speaker_2: Yes, in St. Mary's, Ohio.

Speaker speaker_1: Okay. Um, so they automatically enroll you into the MEC TeleRx, which is a preventative medical plan. Um, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network.

Speaker speaker_2: Oh, okay. Um, so would that be like a mammogram?

Speaker speaker_1: Um, I'm not sure of the... Just because we're the administrators, I'm not sure of, like, the specific procedures that they do. I just know typically it's like physicals, um, preventive screenings and vaccinations. Um-

Speaker speaker_2: Is there any way you could send some information? Do you know the cost of it?

Speaker speaker_1: Yeah. So for employee only, it is \$16.80 a week.

Speaker speaker_2: Okay. Okay. All right, I'm sorry to bother you, I just, um... just saw that and at first I thought, "Oh, I think that's a spam or whatever." And then I thought, "No, I better call and see." Okay. Okay. Um, so it's just like for physicals and stuff?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, I can send you a copy of the Benefits Guide to your email. The, um, Benefits Guide goes over all the plans being offered, but it does also specify some information about that specific plan.

Speaker speaker_2: Oh, okay. Sure.

Speaker speaker_1: Uh, what would be a good email to send that to?

Speaker speaker_2: Okay. It's Roberta, R-A-B-E-R-T-A-L, Lightle, L-I-G-H-T-L-E @gmail.com.

Speaker speaker_1: Okay. Let me just make sure I got it right. So R-A-B-E-R-T-A-L-L-I-G-H-T-L-E @gmail.com?

Speaker speaker_2: Correct. Yep.

Speaker speaker_1: Okay. Um, and then if it's something that you wanna opt out of, you would just call us back to do so.

Speaker speaker_2: Oh. Yeah, if it's just, um, for that, can I just cancel it today?

Speaker speaker_1: Yeah. I can pull up your file really quick. Uh, what's the last four of your Social?

Speaker speaker_2: Uh, 9977.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Roberta Lightle.

Speaker speaker_1: All righty. And do you mind verifying your address and date of birth?

Speaker speaker_2: Sure. It's July 8th, 1966, uh, 206 North Main Street, Buckland, Ohio, 45819.

Speaker speaker_1: And then phone number 419-234-5789?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So I will go ahead and decline it. And I did go ahead and send you a copy of the Benefits Guide to your email if you wanna look over that still.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, was there anything else that you might need help with?

Speaker speaker_2: No, I don't think so. I, I appreciate your time and your help.

Speaker speaker_1: Yes, ma'am. You have a won- a wonderful day.

Speaker speaker_2: You too. Mm-hmm. Bye.

Speaker speaker_1: Thank you. Bye-bye.