

## Transcript: VICTORIA

Taylor-5848266800021504-5597699079061504

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? You guys, uh, text me. Okay. Um, so here at Benefits on a Card, we administer medical insurance, um, if you work, you're like a staffing or a temp agency. Now we do work for a few different ones. Do you happen to work through one? Yes, Surge. So you guys just do medical, you don't do dental? No, there's also dental benefits as well. Now, are, are you a new hire with Surge? Yes, I am. Okay. So the text message was probably letting you know about the auto enrollment that they do, which, um, they automatically enroll you into the MEC TeleRX. Um, that is a preventative medical plan. Um, covers things like yearly physicals, vaccinations and preventative screenings as long as you stay in the network. It does come with virtual urgent care and then a subscription of FreeRx, which is like a prescription plan. But the majority of the coverage you'd get with that is going to be for preventative services. Um, dental would be separate. Okay. So, um- Oh, so can I get dental though? Yeah, you can definitely get dental. The text message is just letting you know unless you opt out of the auto enrollment, they'll automatically enroll you into that medical plan. Okay. Is, is there another medical plan or is that just the one that they took on, I mean, yeah, that's, they got us Yeah, I mean there's other medical plans being offered. That's just the one that they specifically automatically enroll you into. Got you. Um, um, if you'd like, I can send you like a, a copy of the benefits guide that goes over all the benefits being offered through them- Yeah. ... uh, to your email. That'd be nice. Thanks. Okay. What would be a, uh, good email to send that to? elfzinae@gmail.com. Okay - F-Z-I-N-A-E @gmail.com. Okay. Was that L as in Larry? No, Elf as in Fisher. Oh, okay. And then Z-I- N-A-E. Okay. So F, Z as in zebra, I-N-A-E @- Gmail.com. ... gmail. Okay. So I will send you some more information there. Um, if you decide that you're not interested in any of the benefits, call us back so we can decline the auto enrollment for you. Um, if you are interested in, in getting enrolled, either way just call us back so that we can either decline it for you or we can get you enrolled into the plan of your choice. Okay, thanks. You're welcome. Did you need help with anything else? No, ma'am, that'll be all. All right, perfect. You have a wonderful day. You too. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: You guys, uh, text me.

Speaker speaker\_0: Okay. Um, so here at Benefits on a Card, we administer medical insurance, um, if you work, you're like a staffing or a temp agency. Now we do work for a few different ones. Do you happen to work through one?

Speaker speaker\_1: Yes, Surge. So you guys just do medical, you don't do dental?

Speaker speaker\_0: No, there's also dental benefits as well. Now, are, are you a new hire with Surge?

Speaker speaker\_1: Yes, I am.

Speaker speaker\_0: Okay. So the text message was probably letting you know about the auto enrollment that they do, which, um, they automatically enroll you into the MEC TeleRX. Um, that is a preventative medical plan. Um, covers things like yearly physicals, vaccinations and preventative screenings as long as you stay in the network. It does come with virtual urgent care and then a subscription of FreeRx, which is like a prescription plan. But the majority of the coverage you'd get with that is going to be for preventative services. Um, dental would be separate.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, um-

Speaker speaker\_1: Oh, so can I get dental though?

Speaker speaker\_0: Yeah, you can definitely get dental. The text message is just letting you know unless you opt out of the auto enrollment, they'll automatically enroll you into that medical plan.

Speaker speaker\_1: Okay. Is, is there another medical plan or is that just the one that they took on, I mean, yeah, that's, they got us

Speaker speaker\_0: Yeah, I mean there's other medical plans being offered. That's just the one that they specifically automatically enroll you into.

Speaker speaker\_1: Got you.

Speaker speaker\_0: Um, um, if you'd like, I can send you like a, a copy of the benefits guide that goes over all the benefits being offered through them-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... uh, to your email.

Speaker speaker\_1: That'd be nice. Thanks.

Speaker speaker\_0: Okay. What would be a, uh, good email to send that to?

Speaker speaker\_1: elfzinae@gmail.com.

Speaker speaker\_0: Okay -

Speaker speaker\_1: F-Z-I-N-A-E @gmail.com.

Speaker speaker\_0: Okay. Was that L as in Larry?

Speaker speaker\_1: No, Elf as in Fisher.

Speaker speaker\_0: Oh, okay. And then Z-I-

Speaker speaker\_1: N-A-E.

Speaker speaker\_0: Okay. So F, Z as in zebra, I-N-A-E @-

Speaker speaker\_1: Gmail.com.

Speaker speaker\_0: ... gmail. Okay. So I will send you some more information there. Um, if you decide that you're not interested in any of the benefits, call us back so we can decline the auto enrollment for you. Um, if you are interested in, in getting enrolled, either way just call us back so that we can either decline it for you or we can get you enrolled into the plan of your choice.

Speaker speaker\_1: Okay, thanks.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: No, ma'am, that'll be all.

Speaker speaker\_0: All right, perfect. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.