

Transcript: VICTORIA

Taylor-6045590636937216-5055928871108608

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Um, yes, ma'am. My name is Christina White and, um, I just received a card in the mail from my employer, well from y'all, for my employee. And I just wanted to know what benefits do I have. Okay. But they can't tell me. They told me to call the number, this number. What's the name of the agency you work for? Surge Staffing. The staffing place or the place I work for? The staffing agency. Um, and the last- Surge Staffing. Okay. Uh, the last four of your social? Um, 0685. And your first and last name? Christina White. Do you mind, uh, verifying your address and date of birth? Yes, ma'am. 814 Sexton Jean Road, Iowa, South Carolina 29655 and 08281998. Phone number 864-570-0782? Yes, ma'am. Then email is going to be last name, first name, 014 at gmail.com? Yes. Yes, ma'am. Okay. So it looks like you were automatically enrolled into the MEC TeleRx, which is basically a, um, medical plan designed for, like, your preventative healthcare. So it covers things like, uh, yearly physicals, vaccinations, and preventative screenings. Mm-hmm. It also comes with a subscription to FreeRx, which is a prescription plan. If it's one of the covered medications they offer, it would be free. And then it looks like it also comes with, um, uh, virtual urgent care. Okay. So that's, um, like over the video or something? Yeah, it would be like telehealth. Okay. Um, does it have vision and dental on there too, or that's just the medical? Yeah, you're just enrolled into medical. How do I enroll for the other stuff? Um, so let me see if you're still eligible. They only give you, uh, 30 days from the date of your first check. Oh, okay. Well it's been past that time. I didn't know. then my job, they ain't tell me nothing, so. Yeah. So it looks like you're not eligible within your personal open enrollment period. So at this point you would have to wait for the company open enrollment period to start up, back up again, which they typically have it, um, looks like during the August timeframe of every year. Okay. So just... Okay. Thank you. You're welcome. Did you need help with anything else? No, ma'am. Thank you. All right. You have a good one. All right.

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 the Card. This is Victoria. How can I help you?

Speaker speaker_2: Um, yes, ma'am. My name is Christina White and, um, I just received a card in the mail from my employer, well from y'all, for my employee. And I just wanted to know

what benefits do I have.

Speaker speaker_1: Okay.

Speaker speaker_2: But they can't tell me. They told me to call the number, this number.

Speaker speaker_1: What's the name of the agency you work for?

Speaker speaker_2: Surge Staffing. The staffing place or the place I work for?

Speaker speaker_1: The staffing agency. Um, and the last-

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: Okay. Uh, the last four of your social?

Speaker speaker_2: Um, 0685.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Christina White.

Speaker speaker_1: Do you mind, uh, verifying your address and date of birth?

Speaker speaker_2: Yes, ma'am. 814 Sexton Jean Road, Iowa, South Carolina 29655 and 08281998.

Speaker speaker_1: Phone number 864-570-0782?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Then email is going to be last name, first name, 014 at gmail.com?

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_1: Okay. So it looks like you were automatically enrolled into the MEC TeleRx, which is basically a, um, medical plan designed for, like, your preventative healthcare. So it covers things like, uh, yearly physicals, vaccinations, and preventative screenings.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It also comes with a subscription to FreeRx, which is a prescription plan. If it's one of the covered medications they offer, it would be free. And then it looks like it also comes with, um, uh, virtual urgent care.

Speaker speaker_2: Okay. So that's, um, like over the video or something?

Speaker speaker_1: Yeah, it would be like telehealth.

Speaker speaker_2: Okay. Um, does it have vision and dental on there too, or that's just the medical?

Speaker speaker_1: Yeah, you're just enrolled into medical.

Speaker speaker_2: How do I enroll for the other stuff?

Speaker speaker_1: Um, so let me see if you're still eligible. They only give you, uh, 30 days from the date of your first check.

Speaker speaker_2: Oh, okay. Well it's been past that time. I didn't know. then my job, they ain't tell me nothing, so.

Speaker speaker_1: Yeah. So it looks like you're not eligible within your personal open enrollment period. So at this point you would have to wait for the company open enrollment period to start up, back up again, which they typically have it, um, looks like during the August timeframe of every year.

Speaker speaker_2: Okay. So just... Okay. Thank you.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_2: No, ma'am. Thank you.

Speaker speaker_1: All right.

Speaker speaker_2: You have a good one. All right.