

Transcript: VICTORIA

Taylor-6177503135088640-4845072142516224

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? Oh, yes, ma'am. I was just calling about, um, a card I received in the mail from my job. I was just wanting to see, um, was it active or what came with it? Okay. What's the name of the agency you work for? Um, Surge. And the last four of your Social? Uh, 5190. Oh, great. And, uh, your first and last name? Kelvin White Junior. Do you mind verifying your address and date of birth? 411 South Allen Avenue, Apartment C20, Anniston, Alabama 36207 and 09/27/1997. Phone number, 256-862-9850? Yes, ma'am. And then email is, uh, kely256@gmail.com? Yes, ma'am. Okay. So, um, it looks like you were automatically enrolled into one of the medical plans, which Surge will do unless you opt out beforehand. Um, that medical plan is the MEC TeleRx, which is basically for your preventative healthcare, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Yeah, ma'am. Well, it says, uh, a multi- MultiPlan, something like that. Yeah, MultiPlan is the name of the network. You would have to stay with them. Oh, okay. All right. All right. That's all that comes with it? Yeah, it's just for your preventative healthcare. Now, it does come with a subscription to FreeRx, which is a prescription plan. So, if it's one of- one of the covered medications, it would be free. Um... And then, let me, I believe there's one other thing. Let me just double-check. And then you also get, like, the virtual urgent care with it. Okay. All right. Um, well, I appreciate that. I was just calling to ask a few questions. Okay. All righty. You have a wonderful day. Yes, ma'am. Yes, ma'am, you, too. Thank you. Bye-bye. 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 a Card, this is Victoria. How can I help you?

Speaker speaker_2: Oh, yes, ma'am. I was just calling about, um, a card I received in the mail from my job. I was just wanting to see, um, was it active or what came with it?

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

Speaker speaker_2: Um, Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 5190.

Speaker speaker_1: Oh, great. And, uh, your first and last name?

Speaker speaker_2: Kelvin White Junior.

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

Speaker speaker_2: 411 South Allen Avenue, Apartment C20, Anniston, Alabama 36207 and 09/27/1997.

Speaker speaker_1: Phone number, 256-862-9850?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is, uh, kely256@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, um, it looks like you were automatically enrolled into one of the medical plans, which Surge will do unless you opt out beforehand. Um, that medical plan is the MEC TeleRx, which is basically for your preventative healthcare, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network.

Speaker speaker_2: Yeah, ma'am. Well, it says, uh, a multi- MultiPlan, something like that.

Speaker speaker_1: Yeah, MultiPlan is the name of the network. You would have to stay with them.

Speaker speaker_2: Oh, okay. All right. All right. That's all that comes with it?

Speaker speaker_1: Yeah, it's just for your preventative healthcare. Now, it does come with a subscription to FreeRx, which is a prescription plan. So, if it's one of- one of the covered medications, it would be free. Um... And then, let me, I believe there's one other thing. Let me just double-check. And then you also get, like, the virtual urgent care with it.

Speaker speaker_2: Okay. All right. Um, well, I appreciate that. I was just calling to ask a few questions.

Speaker speaker_1: Okay. All righty. You have a wonderful day.

Speaker speaker_2: Yes, ma'am. Yes, ma'am, you, too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: All right.