

Transcript: VICTORIA

Taylor-6224657849991168-4967977715712000

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 4 Our Heroes. This is Victoria. How can I help you? Mm, yeah. So what is, uh, I ... what makes Telex eligible? Okay. What's the name of the agency you work for? Surge. Surge. Surge Staffing. Okay. So Surge Staffing. Are you a new hire with them? Yes, ma'am. Okay. So they will automatically enroll you into one of the medical plans, the MEC TeleRx, which is a, uh, medical plan designed for your preventative health care. So it covers your preventative services at 100% as long as you stay in network. It also comes with a subscription to FreeRx, which is like a prescription plan. Um, most medications are free under that prescription plan. If they're not, they would be discounted. And it also- Okay. ... comes with, um- So it's more... Excuse me. So it's more the medical plan, right? It is medical insurance. It's just not major medical. Oh, okay. Actually, I have an insurance which I'm running through. I may not be interested. You're not interested? Yes. So please call me out after the program. Can you listen? Okay. So I will need to pull up your file so I can decline it for you. That'll be fine. Thank you. What's the last four of your Social? 5794. 5794? Yeah. That's not it? Sorry? What is the last four of your Social? Hold on. I got press 5794. I'm Oluwale Adeboye. Okay. Are you saying 5794? Yes. Your first and last name? Oluwale Adeboye. How do you spell your last name? Adeboye. A-D-E-B-O-Y. A-D-O-B-Y? A-D-E-B-O-Y. So, I mean, I have this guy on my phone right now. Maybe I may have to call you back. Does that make sense? I'm driving right now. Okay. Yes. You can call us back. Um, again, in order for us to opt you out of that, we would need to pull up your file. Okay. Yeah. Oh, there's a text. Can I put stop on here? I mean, I saw something stop. If I put stop, it take away, huh? That's only, that's only gonna stop the text messages. That's not going to opt you out of the coverage. Okay. I'll get back to... I mean... Let me see. I'll get back to you. I'll get back to you. Is that okay? Sure. That's fine. You have a wonderful day. Okay. Yeah. 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 4 Our Heroes. This is Victoria. How can I help you?

Speaker speaker_2: Mm, yeah. So what is, uh, I ... what makes Telex eligible?

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

Speaker speaker_2: Surge. Surge. Surge Staffing.

Speaker speaker_1: Okay. So Surge Staffing. Are you a new hire with them?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So they will automatically enroll you into one of the medical plans, the MEC TeleRx, which is a, uh, medical plan designed for your preventative health care. So it covers your preventative services at 100% as long as you stay in network. It also comes with a subscription to FreeRx, which is like a prescription plan. Um, most medications are free under that prescription plan. If they're not, they would be discounted. And it also-

Speaker speaker_2: Okay.

Speaker speaker_1: ... comes with, um-

Speaker speaker_2: So it's more... Excuse me. So it's more the medical plan, right?

Speaker speaker_1: It is medical insurance. It's just not major medical.

Speaker speaker_2: Oh, okay. Actually, I have an insurance which I'm running through. I may not be interested.

Speaker speaker_1: You're not interested?

Speaker speaker_2: Yes. So please call me out after the program. Can you listen?

Speaker speaker_1: Okay. So I will need to pull up your file so I can decline it for you.

Speaker speaker_2: That'll be fine. Thank you.

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

Speaker speaker_2: 5794.

Speaker speaker_1: 5794?

Speaker speaker_2: Yeah.

Speaker speaker_1: That's not it?

Speaker speaker_2: Sorry?

Speaker speaker_1: What is the last four of your Social?

Speaker speaker_2: Hold on. I got press 5794. I'm Oluwale Adeboye.

Speaker speaker_1: Okay. Are you saying 5794?

Speaker speaker_2: Yes.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Oluwale Adeboye.

Speaker speaker_1: How do you spell your last name?

Speaker speaker_2: Adeboye. A-D-E-B-O-Y.

Speaker speaker_1: A-D-O-B-Y?

Speaker speaker_2: A-D-E-B-O-Y. So, I mean, I have this guy on my phone right now. Maybe I may have to call you back. Does that make sense? I'm driving right now.

Speaker speaker_1: Okay. Yes. You can call us back. Um, again, in order for us to opt you out of that, we would need to pull up your file.

Speaker speaker_2: Okay. Yeah. Oh, there's a text. Can I put stop on here? I mean, I saw something stop. If I put stop, it take away, huh?

Speaker speaker_1: That's only, that's only gonna stop the text messages. That's not going to opt you out of the coverage.

Speaker speaker_2: Okay. I'll get back to... I mean... Let me see. I'll get back to you. I'll get back to you. Is that okay?

Speaker speaker_1: Sure. That's fine. You have a wonderful day.

Speaker speaker_2: Okay. Yeah. Bye.