

## **Transcript: VICTORIA**

**Taylor-6320555883970560-6497877702426624**

### **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? Yeah, hi, Victoria. My name is Maxwell. Uh, I had a message from, uh, uh, you guys saying, "Congrats on your job with Surge. You will be auto-enrolled in MEC tele- TeleRxed within 30 days. Call BIC at na-na-na to make changes before your window closes." I don't get it. So this is for the medical insurance that Surge Staffing offers. They automatically enroll their members into one of the medical plans unless you opt out beforehand. Okay, so in 30 days they will automatically enroll me into the medical insurance? Yes, sir, one of the medical plans that they offer. Oh, okay. Okay. So why do they want me to call before the window close? I don't know why they said I should call before the- In case... So you do have the option to opt out of the coverage. So if you're not wanting the coverage, you would need to call us before 30 days from the date of your first check to decline it. Otherwise, you will, you will be auto-enrolled into it. Okay, and what are the charges? And what is... What does the insurance look like? So again, the, the plan that they automatically enroll you into is the MEC TeleRx, which is basically, um, a preventative medical plan. So it covers your preventative services at 100% as long as you stay within the multi-plan network. It also comes with a subscription to FreeRx, which is a prescription plan. If it's one of the covered medications, it would be free. And then it also comes with virtual urgent care. And that is- Um, it looks like for employee only they would take \$16.80 out of your weekly check. Did you say 60 or 15? \$16.80. \$16.80? Right. Okay, and what about if you go to the emergency or, um, if you go to the emergency, does it come with a cost? It does not provide coverage for that. It's a preventative medical plan, so it's only gonna cover things like yearly physicals, vaccinations, and preventative screenings at 100% as long as you stay in the network. Okay, so it's just like for vaccination only, does it? Like your yearly physicals, vaccinations, and preventative screenings. Yes, sir. Okay, I'll think about it and maybe give you guys a call. Okay. Do you need help with anything else? No, I think that will be all for today. All right. You have a wonderful day. You as well. Thank you. Bye-bye. Yeah.

### **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: Yeah, hi, Victoria. My name is Maxwell. Uh, I had a message from, uh, uh, you guys saying, "Congrats on your job with Surge. You will be auto-enrolled in MEC tele-

TeleRxed within 30 days. Call BIC at na-na-na to make changes before your window closes." I don't get it.

Speaker speaker\_1: So this is for the medical insurance that Surge Staffing offers. They automatically enroll their members into one of the medical plans unless you opt out beforehand.

Speaker speaker\_2: Okay, so in 30 days they will automatically enroll me into the medical insurance?

Speaker speaker\_1: Yes, sir, one of the medical plans that they offer.

Speaker speaker\_2: Oh, okay. Okay. So why do they want me to call before the window close? I don't know why they said I should call before the-

Speaker speaker\_1: In case... So you do have the option to opt out of the coverage. So if you're not wanting the coverage, you would need to call us before 30 days from the date of your first check to decline it. Otherwise, you will, you will be auto-enrolled into it.

Speaker speaker\_2: Okay, and what are the charges? And what is... What does the insurance looks like?

Speaker speaker\_1: So again, the, the plan that they automatically enroll you into is the MEC TeleRx, which is basically, um, a preventative medical plan. So it covers your preventative services at 100% as long as you stay within the multi-plan network. It also comes with a subscription to FreeRx, which is a prescription plan. If it's one of the covered medications, it would be free. And then it also comes with virtual urgent care.

Speaker speaker\_2: And that is-

Speaker speaker\_1: Um, it looks like for employee only they would take \$16.80 out of your weekly check.

Speaker speaker\_2: Did you say 60 or 15?

Speaker speaker\_1: \$16.80.

Speaker speaker\_2: \$16.80?

Speaker speaker\_1: Right.

Speaker speaker\_2: Okay, and what about if you go to the emergency or, um, if you go to the emergency, does it come with a cost?

Speaker speaker\_1: It does not provide coverage for that. It's a preventative medical plan, so it's only gonna cover things like yearly physicals, vaccinations, and preventative screenings at 100% as long as you stay in the network.

Speaker speaker\_2: Okay, so it's just like for vaccination only, does it?

Speaker speaker\_1: Like your yearly physicals, vaccinations, and preventative screenings. Yes, sir.

Speaker speaker\_2: Okay, I'll think about it and maybe give you guys a call.

Speaker speaker\_1: Okay. Do you need help with anything else?

Speaker speaker\_2: No, I think that will be all for today.

Speaker speaker\_1: All right. You have a wonderful day.

Speaker speaker\_2: You as well.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Yeah.