

Transcript: VICTORIA

Taylor-6743726342750208-5130692855808000

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? Um, yes, I was, um, texted that I'm gonna have benefits from Surge, my employer, and I just wanted to know how much... how that works and how much it costs. Okay. Um, let me pull up your file. What's the last four of your Social? 7041. And your first and last name? It's Katie, K-A-T-I-E, Jago, J-A-G-O. Okay. Do you mind verifying your address and date of birth? My address is 13, um, 13560 Bluejay Road, Newark, Ohio 43056 and my birthday is March 21st, 1981. Phone number is 740-618-3958? Correct. And then email is first and last name twenty-one at gmail.com? Correct. Okay. Um, so they do automatically enroll members into one of the medical plans, the MEC TeleRx. Um, that plan specifically for employee only is \$16.80 a week. Okay. It is a, um, preventative medical plan that covers your preventative healthcare at 100% as long as you stay in the multi-plan network. So that's things like, um, yearly physicals, vaccinations, and preventative screenings. Okay. It also comes with a subscription to FreeRx which basically, um, that's a prescription plan. If it's one of the covered medications they offer, it would be free. And then it also comes with virtual urgent care. Okay. Awesome. And- Was that something that you're wanting to opt out of or...? No. No. I want to keep that. It sounds like a pretty good deal, so... Um, could you tell me when that would start? So I don't see that you're... You're not yet enrolled into it. They don't automatically enroll you until 30 days from the date of your first check, but if you want to go ahead and get enrolled, I can do that. Um, I might as well since we're on the phone. Okay. Um, so enrollment typically takes about one to two weeks, uh, to be processed through payroll. Okay. So you might not see the first deduction until two weeks from now. Okay. Uh, once you do, coverage will start the following Monday, and then, uh, once the coverage is active, the ID card is made and sent to you within seven to ten business days. Okay, perfect. And it looks like they actually pay, um, \$1.64 towards it, so it's actually \$15.16 a week. That's awesome. Perfect. Yeah. Was there anything else that you might want to enroll into or...? Uh, nope. Okay. Um, just to let you know, if you do change your mind and want to add or cancel anything, um, it looks like your personal open enrollment period ends on the 20th of December, so you have until then to, like, make changes or, um, cancel the coverage. Okay. Alrighty. Um, well I think that's all I have to review with you. Did you have any other questions for me? Uh, no, I don't. All right. Well, you have a wonderful day. Thank you very much. You too. Bye-bye. Bye-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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Um, yes, I was, um, texted that I'm gonna have benefits from Surge, my employer, and I just wanted to know how much... how that works and how much it costs.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: 7041.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Katie, K-A-T-I-E, Jago, J-A-G-O.

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

Speaker speaker_2: My address is 13, um, 13560 Bluejay Road, Newark, Ohio 43056 and my birthday is March 21st, 1981.

Speaker speaker_1: Phone number is 740-618-3958?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is first and last name twenty-one at gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, so they do automatically enroll members into one of the medical plans, the MEC TeleRx. Um, that plan specifically for employee only is \$16.80 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: It is a, um, preventative medical plan that covers your preventative healthcare at 100% as long as you stay in the multi-plan network. So that's things like, um, yearly physicals, vaccinations, and preventative screenings.

Speaker speaker_2: Okay.

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

Speaker speaker_2: Okay. Awesome. And-

Speaker speaker_1: Was that something that you're wanting to opt out of or...?

Speaker speaker_2: No. No. I want to keep that. It sounds like a pretty good deal, so... Um, could you tell me when that would start?

Speaker speaker_1: So I don't see that you're... You're not yet enrolled into it. They don't automatically enroll you until 30 days from the date of your first check, but if you want to go ahead and get enrolled, I can do that.

Speaker speaker_2: Um, I might as well since we're on the phone.

Speaker speaker_1: Okay. Um, so enrollment typically takes about one to two weeks, uh, to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So you might not see the first deduction until two weeks from now.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, once you do, coverage will start the following Monday, and then, uh, once the coverage is active, the ID card is made and sent to you within seven to ten business days.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: And it looks like they actually pay, um, \$1.64 towards it, so it's actually \$15.16 a week.

Speaker speaker_2: That's awesome. Perfect.

Speaker speaker_1: Yeah. Was there anything else that you might want to enroll into or...?

Speaker speaker_2: Uh, nope.

Speaker speaker_1: Okay. Um, just to let you know, if you do change your mind and want to add or cancel anything, um, it looks like your personal open enrollment period ends on the 20th of December, so you have until then to, like, make changes or, um, cancel the coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: Alrighty. Um, well I think that's all I have to review with you. Did you have any other questions for me?

Speaker speaker_2: Uh, no, I don't.

Speaker speaker_1: All right. Well, you have a wonderful day.

Speaker speaker_2: Thank you very much. You too. Bye-bye.

Speaker speaker_1: Bye-bye.