

Transcript: Chris Sofield

(deactivated)-5338201288294400-5435100313894912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Yeah, I just had called this number but I think it, the line had dropped. This is Rivera Jackson, I was just calling to check on my, uh, my benefits. I was trying to, uh, get a new pair of glasses. I work for - Okay. ... Scary Stuff. ... sir. Okay, what's the last four of your social to locate your file? 9776. Thank you, one moment. Ma'am, sorry, what was the last name again, sir? Jackson. All right, Mr. Jackson, could you verify your address and date of birth for me, please? Yes. 1155 Brookview Road, Camden, Mississippi, 39046 and March the 8th, 1999. Okay. And then we have a phone on file of 769-284-2717. Is that correct? It is. Okay, one moment. All right, uh, Mr. Jackson, it doesn't look like we have any, uh, active enrollment on file for you, for any sort of insurance. Yes, I thought I had signed up for it. Uh, no, sir. There's no enrollment form, there's no, uh, record of you calling to enroll. Uh, there's, there's nothing. Oh, I thought I got enrolled, I just didn't call. Okay. Well, there's still no record of an enrollment form being filled out or any sort of online enrollment being completed. So... So, what I have to do? Y- okay. So, did it, was it just, uh, was it just vision that you wanted coverage for? Or were you looking to enroll into other plans as well? Yeah, I was gonna do dental, uh, and, uh, medical. Medical, dental and vision? Okay. One moment. Okay. Okay. So, um, did you know which medical plan you wanted? Uh, there's three available. There's one that d- that's preventative care service only, for things like physicals and vaccines but nothing else. And then there's two that cover more along the lines of, like, doctor's visits and hospital visits but wouldn't cover preventative care services. Yeah. Yeah, uh, which, which one the best one and how much do I need to call? I can't an- answer that because that's considered a recommendation, sir. Um- Oh. ... again, there are three plans. There's the Stay Healthy Tell RX plan, covers preventative care services only. Things like physicals, vaccines and cancer screenings along with membership to the Free Rx prescription policy, um, for prescription coverage. Then there's the VIP plans, standard and classic, cover more along the lines of doctor's visits, hospital visits and the like, um, but no preventative care services. Uh, standard is \$17.63 a week, classic is \$19.53 a week and then the Stay Healthy preventative only is, uh, \$15.16 a week. I'll do the 19. Okay. And then you said you also wanted dental and vision as well? Yeah. All right. Be so up to \$25.85 per week, you authorized Surge to make those deductions? What'd you say, sir? That totals to \$25.85 per week. Okay. ... authorize Surge to make those deductions? Yes, uh, and I had to go in myself and put my file, uh, my son and all that, right? Like, if I want to get, uh, life insurance. D- okay. So, is this coverage for just yourself or are you covering anyone else? This is for myself. But if I put him on my life insurance, I had to put him down for everything that's here. You didn't select life insurance or you only said you wanted medical, dental and vision. Did you want life as well? Yeah, but I'm asking, you know, some places when you do

life, I had to, uh, put him down for, uh, medical too. Okay. So, um, so, all their coverages, if you're selecting employee only, would only be for yourself. The only thing you'd have to put him down for is the beneficiary for the life insurance policy, which is only for the life insurance policy. Yeah, okay. Yeah, then I, I had life insurance because I know life's short. Probably only, like, three, two dollars. Uh, \$1.07 which would bring your total to \$26.92. Uh, before we move forward- Oh, okay. ... was there anything else that you wanted to enroll into? No, sir, that's it. All right. Deductions of \$26.92. Okay. Uh, for that, we authorize the deductions of \$26.92 per week. Yes, sir. We put this all down. Now, your file is throwing that we do need to review your eligibility while we do see a recent hire date from, uh, from just a week or so ago. Um, for as far as the first check date from a week or so ago, we also see it looks like you, uh, were p- you previously worked through Surge a couple years ago. Uh-huh. And our system, uh, our system is saying that because there are two, there are two hire dates on file, we do need to verify which one is to be used for eligibility purposes. So, I'll- Oh, yes. ... send your file to our back office team to review that. Once they've done their review, which typically takes one to two business days, we'll be re- we'll, uh, we'll be able to move forward with enrollment should you b- uh, should they state that you are in fact eligible. And I'll give you a call back at that point to let, to let you know what the, uh, what the timeline is, okay? Okay. All right. Uh, for right now, was there anything else I could help you with? That's it. All right. Thanks again for calling and have a wonderful day, sir. You too. All right, bye now.

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 Chris. How can I help you today?

Speaker speaker_2: Yeah, I just had called this number but I think it, the line had dropped. This is Rivera Jackson, I was just calling to check on my, uh, my benefits. I was trying to, uh, get a new pair of glasses. I work for -

Speaker speaker_1: Okay.

Speaker speaker_2: ... Scary Stuff.

Speaker speaker_1: ... sir. Okay, what's the last four of your social to locate your file?

Speaker speaker_2: 9776.

Speaker speaker_1: Thank you, one moment. Ma'am, sorry, what was the last name again, sir?

Speaker speaker_2: Jackson.

Speaker speaker_1: All right, Mr. Jackson, could you verify your address and date of birth for me, please?

Speaker speaker_2: Yes. 1155 Brookview Road, Camden, Mississippi, 39046 and March the 8th, 1999.

Speaker speaker_1: Okay. And then we have a phone on file of 769-284-2717. Is that correct?

Speaker speaker_2: It is.

Speaker speaker_1: Okay, one moment. All right, uh, Mr. Jackson, it doesn't look like we have any, uh, active enrollment on file for you, for any sort of insurance.

Speaker speaker_2: Yes, I thought I had signed up for it.

Speaker speaker_1: Uh, no, sir. There's no enrollment form, there's no, uh, record of you calling to enroll. Uh, there's, there's nothing.

Speaker speaker_2: Oh, I thought I got enrolled, I just didn't call.

Speaker speaker_1: Okay. Well, there's still no record of an enrollment form being filled out or any sort of online enrollment being completed. So...

Speaker speaker_2: So, what I have to do?

Speaker speaker_1: Y- okay. So, did it, was it just, uh, was it just vision that you wanted coverage for? Or were you looking to enroll into other plans as well?

Speaker speaker_2: Yeah, I was gonna do dental, uh, and, uh, medical.

Speaker speaker_1: Medical, dental and vision? Okay. One moment.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So, um, did you know which medical plan you wanted? Uh, there's three available. There's one that d- that's preventative care service only, for things like physicals and vaccines but nothing else. And then there's two that cover more along the lines of, like, doctor's visits and hospital visits but wouldn't cover preventative care services.

Speaker speaker_2: Yeah. Yeah, uh, which, which one the best one and how much do I need to call?

Speaker speaker_1: I can't an- answer that because that's considered a recommendation, sir. Um-

Speaker speaker_2: Oh.

Speaker speaker_1: ... again, there are three plans. There's the Stay Healthy Tell RX plan, covers preventative care services only. Things like physicals, vaccines and cancer screenings along with membership to the Free Rx prescription policy, um, for prescription coverage. Then there's the VIP plans, standard and classic, cover more along the lines of doctor's visits, hospital visits and the like, um, but no preventative care services. Uh, standard is \$17.63 a week, classic is \$19.53 a week and then the Stay Healthy preventative only is, uh, \$15.16 a week.

Speaker speaker_2: I'll do the 19.

Speaker speaker_1: Okay. And then you said you also wanted dental and vision as well?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. Be so up to \$25.85 per week, you authorized Surge to make those deductions?

Speaker speaker_2: What'd you say, sir?

Speaker speaker_1: That totals to \$25.85 per week.

Speaker speaker_2: Okay.

Speaker speaker_1: ... authorize Surge to make those deductions?

Speaker speaker_2: Yes, uh, and I had to go in myself and put my file, uh, my son and all that, right? Like, if I want to get, uh, life insurance.

Speaker speaker_1: D- okay. So, is this coverage for just yourself or are you covering anyone else?

Speaker speaker_2: This is for myself. But if I put him on my life insurance, I had to put him down for everything that's here.

Speaker speaker_1: You didn't select life insurance or you only said you wanted medical, dental and vision. Did you want life as well?

Speaker speaker_2: Yeah, but I'm asking, you know, some places when you do life, I had to, uh, put him down for, uh, medical too.

Speaker speaker_1: Okay. So, um, so, all their coverages, if you're selecting employee only, would only be for yourself. The only thing you'd have to put him down for is the beneficiary for the life insurance policy, which is only for the life insurance policy.

Speaker speaker_2: Yeah, okay. Yeah, then I, I had life insurance because I know life's short. Probably only, like, three, two dollars.

Speaker speaker_1: Uh, \$1.07 which would bring your total to \$26.92. Uh, before we move forward-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... was there anything else that you wanted to enroll into?

Speaker speaker_2: No, sir, that's it.

Speaker speaker_1: All right. Deductions of \$26.92.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, for that, we authorize the deductions of \$26.92 per week.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: We put this all down. Now, your file is throwing that we do need to review your eligibility while we do see a recent hire date from, uh, from just a week or so ago. Um, for as far as the first check date from a week or so ago, we also see it looks like you, uh, were previously worked through Surge a couple years ago.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And our system, uh, our system is saying that because there are two, there are two hire dates on file, we do need to verify which one is to be used for eligibility purposes. So, I'll-

Speaker speaker_2: Oh, yes.

Speaker speaker_1: ... send your file to our back office team to review that. Once they've done their review, which typically takes one to two business days, we'll be re- we'll, uh, we'll be able to move forward with enrollment should you b- uh, should they state that you are in fact eligible. And I'll give you a call back at that point to let, to let you know what the, uh, what the timeline is, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Uh, for right now, was there anything else I could help you with?

Speaker speaker_2: That's it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day, sir.

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye now.