

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hello. I am going through Surge Staffing and I was wanting to hop on to your guys' uh, health insurance. Okay. What's the last four of your Social number? 7876. And your first and last name? It's Shelby Hertz. Uh, Shelby is spelled with an I-E at the end instead of a Y. Do you need me to spell Hertz? Uh, no. I was able to locate it. Okay. Could you verify your address and your date of birth, please? I live at 1545 Wayne Street, Apartment C, and I bo- was born in January 21st, 1997. Okay. One moment. And then, um, sorry, uh, what was the city, state and zip for your address? I don't think I caught that. Oh, it's, uh, it's Troy, Ohio 45373. Thank you. Uh, phone number we have is 937-414-2169. Is that correct? Yep, that's me. All right. And did you have any idea of what kind of insurance you wanted from Surge? Um, not really sure quite honestly. Um, I do, I have ADHD and I would like to get back on my meds if I could. Okay. So, unfortunately I'm not gonna have a way to determine if a specific medication is covered by any of the, uh, any of the prescription coverages available through Surge. Um, but I do know that, uh, for at least one of 'em, I know there's a way that you can locate that information yourself. Um, Surge offers a prescription program called FreeRx. Um, if it's a covered medication, then it's completely free out-of-pocket for you. Uh, you can check to see if that's covered by going to their website at freerx.com. Uh, they'd be- Okay. ... uh, that... There's a drug search there that would let you know if it's, if it's covered through that or not. Okay. I'll... But other than, other than just you needing to check to see if a certain medication's covered, did you have any other idea of what kind of insurance you wanted from them? Or did you just need information on what was available? Uh, I could use some info- info on which ones you have available. I usually just go with whatever, uh, job site insurance they offer, so I don't really know. Okay. Um, seeing as you have some time here, it looks like you're still fairly early within your eligibility window, I can send... Uh, what I can do for you is I can send you an information packet that goes over the plans that they have to offer. Um, give you an idea of what all is available, how much everything will cost, and, uh, so on and so forth. Um, looks like you've got about three more weeks to make any decisions. Your deadline's not gonna be until Friday, December the 13th. Okay. Um, so any time between now and then, obviously not, uh, next Thursday or Friday. We'll be closed for Thanksgiving, those days. But, um, any time between now and then, you can always give us a call to, uh... Well, any time between Monday through Friday, 8:00 AM to 8:00 PM Eastern, I should say. Is that... So you guys aren't open weekends? I... Yeah, no. We're unfortunately, we're not, we're not open on weekends. But yeah, um, you can give us a call during our operating hours and we can go ahead and get that, that enrollment set up for you. Um, can you just confirm for me, we have your email in file, shelby0121 at gmail.com? Yep, that's me. Okay. All right. So, what I'll do, I'll send this

information over to you. Just give this a read through, uh, and once you have an idea of what you want, just give us a call back. Um, if you... I will also advise, if you decide that you want no insurance from Surge, please also still give us a call back, as they do automatically enroll you into a preventative care medical policy, uh, 30 days after your first check. So, uh, that deadline that you've got, that's also the deadline for until, like, whenever they start that enrollment for you. Gotcha, gotcha. Okay. All right. Um, anything else for now? Uh, no. That'll be it. All right. Thanks again for calling and hope you have a wonderful day. You too. Thank you so much. Bye. You're welcome. 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 and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hello. I am going through Surge Staffing and I was wanting to hop on to your guys' uh, health insurance.

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

Speaker speaker_2: 7876.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Shelby Hertz. Uh, Shelby is spelled with an I-E at the end instead of a Y. Do you need me to spell Hertz?

Speaker speaker_1: Uh, no. I was able to locate it.

Speaker speaker_2: Okay.

Speaker speaker_1: Could you verify your address and your date of birth, please?

Speaker speaker_2: I live at 1545 Wayne Street, Apartment C, and I bo- was born in January 21st, 1997.

Speaker speaker_1: Okay. One moment. And then, um, sorry, uh, what was the city, state and zip for your address? I don't think I caught that.

Speaker speaker_2: Oh, it's, uh, it's Troy, Ohio 45373.

Speaker speaker_1: Thank you. Uh, phone number we have is 937-414-2169. Is that correct?

Speaker speaker_2: Yep, that's me.

Speaker speaker_1: All right. And did you have any idea of what kind of insurance you wanted from Surge?

Speaker speaker_2: Um, not really sure quite honestly. Um, I do, I have ADHD and I would like to get back on my meds if I could.

Speaker speaker_1: Okay. So, unfortunately I'm not gonna have a way to determine if a specific medication is covered by any of the, uh, any of the prescription coverages available through Surge. Um, but I do know that, uh, for at least one of 'em, I know there's a way that you can locate that information yourself. Um, Surge offers a prescription program called FreeRx. Um, if it's a covered medication, then it's completely free out-of-pocket for you. Uh, you can check to see if that's covered by going to their website at freerx.com. Uh, they'd be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, that... There's a drug search there that would let you know if it's, if it's covered through that or not.

Speaker speaker_2: Okay.

Speaker speaker_1: I'll... But other than, other than just you needing to check to see if a certain medication's covered, did you have any other idea of what kind of insurance you wanted from them? Or did you just need information on what was available?

Speaker speaker_2: Uh, I could use some info- info on which ones you have available. I usually just go with whatever, uh, job site insurance they offer, so I don't really know.

Speaker speaker_1: Okay. Um, seeing as you have some time here, it looks like you're still fairly early within your eligibility window, I can send... Uh, what I can do for you is I can send you an information packet that goes over the plans that they have to offer. Um, give you an idea of what all is available, how much everything will cost, and, uh, so on and so forth. Um, looks like you've got about three more weeks to make any decisions. Your deadline's not gonna be until Friday, December the 13th.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so any time between now and then, obviously not, uh, next Thursday or Friday. We'll be closed for Thanksgiving, those days. But, um, any time between now and then, you can always give us a call to, uh... Well, any time between Monday through Friday, 8:00 AM to 8:00 PM Eastern, I should say.

Speaker speaker_2: Is that... So you guys aren't open weekends?

Speaker speaker_1: I... Yeah, no. We're unfortunately, we're not, we're not open on weekends. But yeah, um, you can give us a call during our operating hours and we can go ahead and get that, that enrollment set up for you. Um, can you just confirm for me, we have your email in file, shelby0121 at gmail.com?

Speaker speaker_2: Yep, that's me.

Speaker speaker_1: Okay. All right. So, what I'll do, I'll send this information over to you. Just give this a read through, uh, and once you have an idea of what you want, just give us a call back. Um, if you... I will also advise, if you decide that you want no insurance from Surge, please also still give us a call back, as they do automatically enroll you into a preventative care medical policy, uh, 30 days after your first check. So, uh, that deadline that you've got, that's also the deadline for until, like, whenever they start that enrollment for you.

Speaker speaker_2: Gotcha, gotcha. Okay.

Speaker speaker_1: All right. Um, anything else for now?

Speaker speaker_2: Uh, no. That'll be it.

Speaker speaker_1: All right. Thanks again for calling and hope you have a wonderful day.

Speaker speaker_2: You too. Thank you so much. Bye.

Speaker speaker_1: You're welcome. Bye now.