

Transcript: Estefania

Acevedo-4842786293727232-5489168637673472

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes. I was trying to find out if I have, uh, vision coverage. Okay. Yeah. I can check. Um, what staffing agency are you working with? Surge. And what are the last four of your social? 3351. And then, um, your first and last name, please. Christopher Long. For security purposes, can you verify your address and date of birth? 8247 State Route 61, Lot Seven, Plymouth, Ohio 44865. My birthday is 5-16-1976. 419-951-556. Yeah. Um, so I'm looking at your coverage, and you actually only have the preventative plan. That plan only covers like a physical, some vaccines, STD and cancer screenings. So it covers your preventative services. Um, it does require you to stay within the network, but it doesn't include vision. Um, if you did want to enroll into vision, you would have to do it within the next company open enrollment, which for Surge, they do it in August. Okay. That's what I was trying to find out. I appreciate it. You're welcome. Have a nice day. You too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes. I was trying to find out if I have, uh, vision coverage.

Speaker speaker_0: Okay. Yeah. I can check. Um, what staffing agency are you working with?

Speaker speaker_1: Surge.

Speaker speaker_0: And what are the last four of your social?

Speaker speaker_1: 3351.

Speaker speaker_0: And then, um, your first and last name, please.

Speaker speaker_1: Christopher Long.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 8247 State Route 61, Lot Seven, Plymouth, Ohio 44865. My birthday is 5-16-1976.

Speaker speaker_0: 419-951-556.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, so I'm looking at your coverage, and you actually only have the preventative plan. That plan only covers like a physical, some vaccines, STD and cancer screenings. So it covers your preventative services. Um, it does require you to stay within the network, but it doesn't include vision. Um, if you did want to enroll into vision, you would have to do it within the next company open enrollment, which for Surge, they do it in August.

Speaker speaker_1: Okay. That's what I was trying to find out. I appreciate it.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Thank you. Bye.