

Transcript: Francesca

Baez-4525531542011904-4834684462383104

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Interkly. My name is Francesca. How can I assist you today? Yes, I just found out today I have insurance through you all through Surge Staffing. Yes, ma'am. And how can we help you in regards to that? I was wanting to see if you could send me my insurance card, and maybe, uh, give me a female ID card. Okay. What staffing company do you work with? I work with Surge Staffing in Seymour, Indiana. What are the last four of your social and the last name, please? 6844 Hensley. H-E-N-S-L-E-Y. For security purposes, please verify your mailing address and date of birth. April 3rd, 1996, 4863 North Water Tower Road. We have the best number to reach you down as 812-995-9787 with the email of the kid31343@gmail.com? Yes. So it does say here that an auto enrollment is being processed into the Medical Preventative Care Plan MEC Tellurix due to Surge company policy. It's not active yet. Oh, well. They, they deducted pay from me today for it. Yeah, so all payments get received on Mondays to activate coverage. It could have been taken out of your pay stub, but we do not receive it till Monday. Your carrier as well will receive that payment on Monday. They will be on Monday creating your policy number and your policy information. So there isn't anything for me to provide at this exact moment. Um, you can call back Wednesday or Thursday of next week so that we can provide you the benefit card. By then, it will be created. If you like, I can give you information in regards to that specific plan that you're being auto enrolled into. Uh, yeah, give me information about that. Sure thing. So it is a Medical Preventative Care Plan. It will only be covering the services of your screenings like blood pressure, iron deficiency, your counseling for like a healthy diet or stopping smoking or avoiding UV exposures from the sun, those preventative immunizations like the Tetanus, Varicella, Pertussis shots, along with generic preventative prescriptions like statins and vitamins. It does come with a virtual urgent care package and free Rx membership for the medication. Now, due to the fact that it is a Medical Preventative Care Plan, it doesn't cover your hospital indemnity services, which are those hospital services like your doctor visits, emergency room, ER and such. It will only be covering the preventative services, and it does require network as well. Okay, what about dental? So auto enrollment only takes effect into that specific plan. Dental is not part of their auto enrollment. That's the only plan that Surge auto enrolls their employees into. For dental, unfortunately, you will need an open enrollment period. Yours has already expired. So- But you will have to wait until next year August to be able to enroll into benefits for dental. Okay, thank you. No problem. Was there anything else that I can assist you with today? No, have a nice day. Thank you. You too have a good one.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Interkly. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I just found out today I have insurance through you all through Surge Staffing.

Speaker speaker_1: Yes, ma'am. And how can we help you in regards to that?

Speaker speaker_2: I was wanting to see if you could send me my insurance card, and maybe, uh, give me a female ID card.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: I work with Surge Staffing in Seymour, Indiana.

Speaker speaker_1: What are the last four of your social and the last name, please?

Speaker speaker_2: 6844 Hensley. H-E-N-S-L-E-Y.

Speaker speaker_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: April 3rd, 1996, 4863 North Water Tower Road.

Speaker speaker_1: We have the best number to reach you down as 812-995-9787 with the email of the kid31343@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So it does say here that an auto enrollment is being processed into the Medical Preventative Care Plan MEC Tellurix due to Surge company policy. It's not active yet.

Speaker speaker_2: Oh, well. They, they deducted pay from me today for it.

Speaker speaker_1: Yeah, so all payments get received on Mondays to activate coverage. It could have been taken out of your pay stub, but we do not receive it till Monday. Your carrier as well will receive that payment on Monday. They will be on Monday creating your policy number and your policy information. So there isn't anything for me to provide at this exact moment. Um, you can call back Wednesday or Thursday of next week so that we can provide you the benefit card. By then, it will be created. If you like, I can give you information in regards to that specific plan that you're being auto enrolled into.

Speaker speaker_2: Uh, yeah, give me information about that.

Speaker speaker_1: Sure thing. So it is a Medical Preventative Care Plan. It will only be covering the services of your screenings like blood pressure, iron deficiency, your counseling for like a healthy diet or stopping smoking or avoiding UV exposures from the sun, those preventative immunizations like the Tetanus, Varicella, Pertussis shots, along with generic preventative prescriptions like statins and vitamins. It does come with a virtual urgent care package and free Rx membership for the medication. Now, due to the fact that it is a Medical

Preventative Care Plan, it doesn't cover your hospital indemnity services, which are those hospital services like your doctor visits, emergency room, ER and such. It will only be covering the preventative services, and it does require network as well.

Speaker speaker_2: Okay, what about dental?

Speaker speaker_1: So auto enrollment only takes effect into that specific plan. Dental is not part of their auto enrollment. That's the only plan that Surge auto enrolls their employees into. For dental, unfortunately, you will need an open enrollment period. Yours has already expired.

Speaker speaker_2: So-

Speaker speaker_1: But you will have to wait until next year August to be able to enroll into benefits for dental.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Was there anything else that I can assist you with today?

Speaker speaker_2: No, have a nice day.

Speaker speaker_1: Thank you. You too have a good one.