

Transcript: Francesca

Baez-4701208104714240-6506136301256704

Full Transcript

Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today? Um, hi, there. Uh, my name is Joseph Mangan. Um, I'm currently an employee with Surge for the WCR, uh, assignment. Um, so I'm kind of in a, uh, kind of in an odd situation. Um, I had applied for a position for Surge, like, months before. Um, I filled out the onboarding, uh, form. I believe I had opted for the insurance but I had took another position. Um, so with this other staffing agency, I guess the contract was bought out by Surge. And from my understanding, certain, uh, employment agencies, you get the insurance benefits when you start an assignment for Sur- for that company. So I'm kinda wondering whether I have some kind of insurance. Like, I didn't know if, uh, you guys could check, uh, my account or whatnot because I did have to go to the ER last night. Okay. What is the last four of the Social? Uh, 6158. Please verify your mailing address and date of birth to make sure I have the right account in front of me. That is 1700 Faust Road, Xenia, Ohio 45385. ManganXenia81 at gmail.com. We have the best phone number to reach you down as 937-671-7991? Correct. Let me show your email down as your last name, Xenia81 at gmail.com? Correct. Yes, sir. Your coverage became effective December 30th, 2024 and you have been active ever since. You have vision, medical BAP standard, behavior health which is virtual therapy, and a FreeRx membership. Um, so in regards to that specific visit that you had yesterday, I can email you a copy of your benefit cards if you don't have them, and then I will have to get you transferred over to your carrier which is American Public Life so they can walk you how to submit a claim for yesterday's visit if needed. Gotcha. I would very much appreciate that. All right. Let me place on a quick hold while I go ahead and download those benefit cards for you and I should be right back. Okay. All right. Thank you. Please hold. Oh, thank you. H- Hey. All right. Thank you so much for holding. Mm-hmm. So I went ahead and sent you two PDF files which will be your vision and your medical card. Okay. Any chance you remember enrolling, um, not enrolling, sorry, registering for your FreeRx membership with medications? I'm sorry? Yes, sir. By any chance, do you remember completing a registration for your FreeRx membership? Well, um, I, I remember filling out a bunch of stuff when I did the initial onboarding, like back in September. Okay. But I did not take the job at the time, I started working somewhere else and I had gotten hired on through a previous, um, employment agency for the job I'm currently working but Surge had, uh, bought out the contract. Okay. So I'm gonna- So you- ... go ahead and send you a separate email with the instructions and the links for you to register for that FreeRx membership as well. Okay. All right. And then now I'm gonna go ahead and get you transferred over to the medical carrier, American Public Life, um, so that you can explain to them the situation with the emerge- I mean urgent care or emergency room that you were seen at yesterday and they'll be able to let you know whether or not that you need to submit a claim for any benefits that would have been covered under

your plan, okay? Thank you very much. Of course. My pleasure. Bear with me one moment while I get you transferred over, okay? Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, hi, there. Uh, my name is Joseph Mangan. Um, I'm currently an employee with Surge for the WCR, uh, assignment. Um, so I'm kind of in a, uh, kind of in an odd situation. Um, I had applied for a position for Surge, like, months before. Um, I filled out the onboarding, uh, form. I believe I had opted for the insurance but I had took another position. Um, so with this other staffing agency, I guess the contract was bought out by Surge. And from my understanding, certain, uh, employment agencies, you get the insurance benefits when you start an assignment for Sur- for that company. So I'm kinda wondering whether I have some kind of insurance. Like, I didn't know if, uh, you guys could check, uh, my account or whatnot because I did have to go to the ER last night.

Speaker speaker_0: Okay. What is the last four of the Social?

Speaker speaker_1: Uh, 6158.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: That is 1700 Faust Road, Xenia, Ohio 45385. ManganXenia81 at gmail.com.

Speaker speaker_0: We have the best phone number to reach you down as 937-671-7991?

Speaker speaker_1: Correct.

Speaker speaker_0: Let me show your email down as your last name, Xenia81 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Yes, sir. Your coverage became effective December 30th, 2024 and you have been active ever since. You have vision, medical BAP standard, behavior health which is virtual therapy, and a FreeRx membership. Um, so in regards to that specific visit that you had yesterday, I can email you a copy of your benefit cards if you don't have them, and then I will have to get you transferred over to your carrier which is American Public Life so they can walk you how to submit a claim for yesterday's visit if needed.

Speaker speaker_1: Gotcha. I would very much appreciate that.

Speaker speaker_0: All right. Let me place on a quick hold while I go ahead and download those benefit cards for you and I should be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you. Please hold.

Speaker speaker_1: Oh, thank you. H- Hey.

Speaker speaker_0: All right. Thank you so much for holding.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I went ahead and sent you two PDF files which will be your vision and your medical card.

Speaker speaker_1: Okay.

Speaker speaker_0: Any chance you remember enrolling, um, not enrolling, sorry, registering for your FreeRx membership with medications?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Yes, sir. By any chance, do you remember completing a registration for your FreeRx membership?

Speaker speaker_1: Well, um, I, I remember filling out a bunch of stuff when I did the initial onboarding, like back in September.

Speaker speaker_0: Okay.

Speaker speaker_1: But I did not take the job at the time, I started working somewhere else and I had gotten hired on through a previous, um, employment agency for the job I'm currently working but Surge had, uh, bought out the contract.

Speaker speaker_0: Okay. So I'm gonna-

Speaker speaker_1: So you-

Speaker speaker_0: ... go ahead and send you a separate email with the instructions and the links for you to register for that FreeRx membership as well.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then now I'm gonna go ahead and get you transferred over to the medical carrier, American Public Life, um, so that you can explain to them the situation with the emerge- I mean urgent care or emergency room that you were seen at yesterday and they'll be able to let you know whether or not that you need to submit a claim for any benefits that would have been covered under your plan, okay?

Speaker speaker_1: Thank you very much.

Speaker speaker_0: Of course. My pleasure. Bear with me one moment while I get you transferred over, okay?

Speaker speaker_1: Okay.