

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 10 o'Clock. My name is Francesca. How can I assist you today? Um, yes, I'm trying to, I'm trying to be seen at a, uh, at a urgent care and they're saying I need, they need a member ID of my insurance or something like that before I can be seen. Okay. What staffing company do you work with? Uh, Surge. And what are the last four of your Social? 36693. And then lastly, the last name? What is it? Your last name? Marshall. Damon Marshall? Yes, ma'am. All right. And then to make sure that I do have the right account, can you verify your mailing address and date of birth, please? 8/30/02. And then my address is 66 Buena Vista Drive, Apartment 6, Frankfurt, Kentucky. Right. As far as the contact number, we have this thing when you called on 859-408-6359, with the email of first and last name, 712 at gmail.com? Mm-hmm. So Mr. Marshall, you're not enrolled into any coverage at the moment with Surge Staffing. Their auto-enrollment is currently being processed to take effect, but you're not active in anything. And that one plan that you are going to be active on due to auto-enrollment doesn't cover hospital services. It's only medical preventative. If someone went into the hospital, what if they went to urgent care? So I can't, like, be seen at a urgent care? You're more than welcome to, but you don't have insurance at the moment for that visit, is what I'm trying to say. You're able to enroll- So what- ... into a plan. Um, you have till the end of today to do so, but it wouldn't be active right away. It is gonna take roughly one to two weeks for it to be deducted from your paycheck. Well, it's already there now. I thought I was already being taken out of my paycheck, yeah. No, sir. You haven't requested any enrollment and the only plan that gets automatically enrolled into per your company policy, it doesn't cover urgent care, it only covers preventative services. Preventative services are those services you get done to make sure you're not sick, but anything that has to be to treat a sickness, so the emergency room, urgent care, surgeries or doctor visits, they're not urgent care. That wouldn't be covered under that plan that you're gonna be auto-enrolled into. Well, Okay. All right. Thanks. Of course. Did you want me to decline the auto-enrollment and cancel the pending enrollment or leave it as is? Just cancel it, yeah. All right. So I just need the verbal agreement that today you're asking to decline auto-enrollment and cancel any pending enrollment for coverage with Surge. Correct? Yes. Okay. So it's gonna take seven to 10 business days for that cancellation to go through. If you do see any deduction within that one to two weeks, that means that you're gonna have one or two weeks of coverage. You can give us a call back to get a copy of that digital benefit card Monday of that deduction in the event that you would like to use those benefits before they end. Okay. All right. Have a great day and thank you for your time today. You too. Thanks.

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, yes, I'm trying to, I'm trying to be seen at a, uh, at a urgent care and they're saying I need, they need a member ID of my insurance or something like that before I can be seen.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, Surge.

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

Speaker speaker_1: 36693.

Speaker speaker_0: And then lastly, the last name?

Speaker speaker_1: What is it?

Speaker speaker_0: Your last name?

Speaker speaker_1: Marshall.

Speaker speaker_0: Damon Marshall?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And then to make sure that I do have the right account, can you verify your mailing address and date of birth, please?

Speaker speaker_1: 8/30/02. And then my address is 66 Buena Vista Drive, Apartment 6, Frankfurt, Kentucky.

Speaker speaker_0: Right. As far as the contact number, we have this thing when you called on 859-408-6359, with the email of first and last name, 712 at gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So Mr. Marshall, you're not enrolled into any coverage at the moment with Surge Staffing. Their auto-enrollment is currently being processed to take effect, but you're not active in anything. And that one plan that you are going to be active on due to auto-enrollment doesn't cover hospital services. It's only medical preventative.

Speaker speaker_2: If someone went into the hospital, what if they went to urgent care?

Speaker speaker_1: So I can't, like, be seen at a urgent care?

Speaker speaker_0: You're more than welcome to, but you don't have insurance at the moment for that visit, is what I'm trying to say. You're able to enroll-

Speaker speaker_1: So what-

Speaker speaker_0: ... into a plan. Um, you have till the end of today to do so, but it wouldn't be active right away. It is gonna take roughly one to two weeks for it to be deducted from your

paycheck.

Speaker speaker_2: Well, it's already there now.

Speaker speaker_1: I thought I was already being taken out of my paycheck, yeah.

Speaker speaker_0: No, sir. You haven't requested any enrollment and the only plan that gets automatically enrolled into per your company policy, it doesn't cover urgent care, it only covers preventative services. Preventative services are those services you get done to make sure you're not sick, but anything that has to be to treat a sickness, so the emergency room, urgent care, surgeries or doctor visits, they're not urgent care. That wouldn't be covered under that plan that you're gonna be auto-enrolled into.

Speaker speaker_2: Well,

Speaker speaker_3: Okay. All right. Thanks.

Speaker speaker_0: Of course. Did you want me to decline the auto-enrollment and cancel the pending enrollment or leave it as is?

Speaker speaker_1: Just cancel it, yeah.

Speaker speaker_0: All right. So I just need the verbal agreement that today you're asking to decline auto-enrollment and cancel any pending enrollment for coverage with Surge. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it's gonna take seven to 10 business days for that cancellation to go through. If you do see any deduction within that one to two weeks, that means that you're gonna have one or two weeks of coverage. You can give us a call back to get a copy of that digital benefit card Monday of that deduction in the event that you would like to use those benefits before they end.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Have a great day and thank you for your time today.

Speaker speaker_1: You too. Thanks.