

Transcript: Francesca

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Full Transcript

Good morning. Thank you for calling Benefits in the Card. My name is Francesca. How can I assist you today? Hi. Um, I was wondering if... I, uh, I called Surge Staffing to see if they had, um, health insurance and they gave me this number to call, to see if I'm able to get that. Okay. I'll have to take a look and see if you're eligible for enrollment. What are the last four of your Social? Uh, 7-5-6-3. And the last name? Pierce. P-I-E-R-C-E. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Okay. Um, it's 864 East Brown Avenue, Belle Fountain, Ohio, 43311. And, um, my birthday is 6-3-2001. I have past contact 567-319-0308? Yes. Can I have your email down as jessica n-e-e-n 2001@gmail.com? Yep. Did you have insurance with another carrier, um, which you involuntarily lost within the last 30 days? Um, I am under my mom's health insurance, but I'm not sure if I'm still under that or not. Okay. So, you'll have to take a look and see whether or not that coverage is active. And if it's not, when it was that it terminated, due to the fact that in order to enroll, you need either an open enrollment period or qualified life event. That open enrollment is those first 30 days after your first paycheck, which yours unfortunately has already passed. You know, the instance will be for you to enroll under a qualified life event. So, if you did lose coverage while being under your mom's policy, you have to check and see when it was that it ended, and whether or not your mom talked you off from the policy, or if you aged out of it and you were no longer able to be under her. Okay. Yeah, I think I'm still under her insurance. Okay. Um, because the other thing that I do want to let you know is, since you were a new hire with Surge, you were auto-enrolled into their MEC Teller Rx, which is a medical preventative care plan. Mm-hmm. You are currently active. More than likely, your benefit card, if you haven't received it, is in transit, because it takes roughly two to four weeks and this is the third week being active. So, basically, what that plan that you were auto-enrolled into will cover you is your preventative services, like your blood screenings for high blood pressure, iron deficiency, preventative counselings for like a healthy diet or avoiding the UV exposures from the sun. Mm-hmm. And then it's also going to cover your preventative medinations, like tetanus, varicella, and influenza and generic preventative prescriptions, like vitamins, statins, the approved contraceptive method. And then it does have a network requirement, but it also comes with a virtual urgent care package and a free Rx membership for your medications. Um, but currently that, aside from that insurance from your mom, that is the current plan that you are enrolled into. Okay. Um, do you know what health insurance that is? Because I know I go through Buckeye. That carrier is 90 Degree. I have never heard that one. Okay. Um, so I don't know what to go from this point on. Um, so first you will have to check and see whether or not you are still active on your mom's policy. Okay. And if you're not, you'll have to look to see why you're not active in that policy. And then once you know that information, give us a call back to see if you do end up qualifying for a life event. Um, the

other thing that I will recommend trying to figure out is whether or not you want to stay active on that plan, because you are getting charged \$15.16 per paycheck for it. Okay. Okay. Um, I will figure all this out and I should be giving you a call back soon. Understood. We're going to be open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Okay, thank you. My pleasure, have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in the Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Um, I was wondering if... I, uh, I called Surge Staffing to see if they had, um, health insurance and they gave me this number to call, to see if I'm able to get that.

Speaker speaker_0: Okay. I'll have to take a look and see if you're eligible for enrollment. What are the last four of your Social?

Speaker speaker_1: Uh, 7-5-6-3.

Speaker speaker_0: And the last name?

Speaker speaker_1: Pierce. P-I-E-R-C-E.

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: Okay. Um, it's 864 East Brown Avenue, Belle Fountain, Ohio, 43311. And, um, my birthday is 6-3-2001.

Speaker speaker_0: I have past contact 567-319-0308?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email down as jessica n-e-e-n 2001 @gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Did you have insurance with another carrier, um, which you involuntarily lost within the last 30 days?

Speaker speaker_1: Um, I am under my mom's health insurance, but I'm not sure if I'm still under that or not.

Speaker speaker_0: Okay. So, you'll have to take a look and see whether or not that coverage is active. And if it's not, when it was that it terminated, due to the fact that in order to enroll, you need either an open enrollment period or qualified life event. That open enrollment is those first 30 days after your first paycheck, which yours unfortunately has already passed. You know, the instance will be for you to enroll under a qualified life event. So, if you did lose coverage while being under your mom's policy, you have to check and see when it was that it ended, and whether or not your mom talked you off from the policy, or if you aged out of it and

you were no longer able to be under her.

Speaker speaker_1: Okay. Yeah, I think I'm still under her insurance.

Speaker speaker_0: Okay. Um, because the other thing that I do want to let you know is, since you were a new hire with Surge, you were auto-enrolled into their MEC Teller Rx, which is a medical preventative care plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You are currently active. More than likely, your benefit card, if you haven't received it, is in transit, because it takes roughly two to four weeks and this is the third week being active. So, basically, what that plan that you were auto-enrolled into will cover you is your preventative services, like your blood screenings for high blood pressure, iron deficiency, preventative counselings for like a healthy diet or avoiding the UV exposures from the sun.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then it's also going to cover your preventative medinations, like tetanus, varicella, and influenza and generic preventative prescriptions, like vitamins, statins, the approved contraceptive method. And then it does have a network requirement, but it also comes with a virtual urgent care package and a free Rx membership for your medications. Um, but currently that, aside from that insurance from your mom, that is the current plan that you are enrolled into.

Speaker speaker_1: Okay. Um, do you know what health insurance that is? Because I know I go through Buckeye.

Speaker speaker_0: That carrier is 90 Degree.

Speaker speaker_1: I have never heard that one. Okay. Um, so I don't know what to go from this point on.

Speaker speaker_0: Um, so first you will have to check and see whether or not you are still active on your mom's policy.

Speaker speaker_1: Okay.

Speaker speaker_0: And if you're not, you'll have to look to see why you're not active in that policy. And then once you know that information, give us a call back to see if you do end up qualifying for a life event. Um, the other thing that I will recommend trying to figure out is whether or not you want to stay active on that plan, because you are getting charged \$15.16 per paycheck for it.

Speaker speaker_1: Okay. Okay. Um, I will figure all this out and I should be giving you a call back soon.

Speaker speaker_0: Understood. We're going to be open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: My pleasure, have a great day.

Speaker speaker_1: You too. Bye.