

Transcript: Franchesca

Baez-5323153211965440-4763163820605440

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benetton Health Care. My name is Francesca. How can I assist you today? Hi. Um, so I have a few questions. Um, so my workplace gave me this phone number to call, um, about my insurance. Um, I don't know if you guys have, like, different insurances. Um, if you could tell me what my insurance is called and my policy number by chance? What staffing company do you work with? Um, I work through Surge. What are the last four of your Social? Uh, 3844. And your last name, please? Uh, Benson. B-E-N-S-O-N. Please verify your mailing address and date of birth. So the mailing address might be... uh, it's either one of the two because I recently moved. Um, the one I currently live at is 1460 Blue Wick Road, Fairview, Ohio 45647. Is that the right one? No, ma'am. I have a different one. Is it, uh, 543 Cedar Street, uh, Chillicothe, Ohio 45601? Yes, ma'am. Okay. So that was my old address. That's probably why I haven't received my card. It probably got sent to that address. Um, and my date of birth is 5-5-03. We have the best phone number to reach you down as 740-600-5263. Um, so my phone number did get changed too. I'm sorry. 9 c- We will read the new phone number. Uh, 740-887-0002. And we have the best email to reach you down as your first and last name, 4513. Yes, ma'am. Ms. Benson, you don't have coverage with Surge Staffing. You haven't had access coverage since April 28th, 2024. Oh, I thought I had current insurance because I just went through them again. No, ma'am. So when you start working with them again, you have to request the insurance. You're also ineligible for enrollment because you don't have an open enrollment period at this moment to enroll into coverage. When's the next, uh, open enrollment? The next one for Surge will be during the month of August at some point, but we don't have the exact days at the moment. Okay. All right. Well, thank you. Of course. I do apologize for that inconvenience. I hope you have a wonderful rest of your day. Thank you. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benetton Health Care. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Um, so I have a few questions. Um, so my workplace gave me this phone number to call, um, about my insurance. Um, I don't know if you guys have, like, different insurances. Um, if you could tell me what my insurance is called and my policy number by chance?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, I work through Surge.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: Uh, 3844.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Uh, Benson. B-E-N-S-O-N.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: So the mailing address might be... uh, it's either one of the two because I recently moved. Um, the one I currently live at is 1460 Blue Wick Road, Fairview, Ohio 45647. Is that the right one?

Speaker speaker_1: No, ma'am. I have a different one.

Speaker speaker_2: Is it, uh, 543 Cedar Street, uh, Chillicothe, Ohio 45601?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. So that was my old address. That's probably why I haven't received my card. It probably got sent to that address. Um, and my date of birth is 5-5-03.

Speaker speaker_1: We have the best phone number to reach you down as 740-600-5263.

Speaker speaker_2: Um, so my phone number did get changed too. I'm sorry. 9 c-

Speaker speaker_1: We will read the new phone number.

Speaker speaker_2: Uh, 740-887-0002.

Speaker speaker_1: And we have the best email to reach you down as your first and last name, 4513.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Ms. Benson, you don't have coverage with Surge Staffing. You haven't had access coverage since April 28th, 2024.

Speaker speaker_2: Oh, I thought I had current insurance because I just went through them again.

Speaker speaker_1: No, ma'am. So when you start working with them again, you have to request the insurance. You're also ineligible for enrollment because you don't have an open enrollment period at this moment to enroll into coverage.

Speaker speaker_2: When's the next, uh, open enrollment?

Speaker speaker_1: The next one for Surge will be during the month of August at some point, but we don't have the exact days at the moment.

Speaker speaker_2: Okay. All right. Well, thank you.

Speaker speaker_1: Of course. I do apologize for that inconvenience. I hope you have a wonderful rest of your day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Bye-bye.