

## Transcript: Francesca

**Baez-5472297214984192-6031443169558528**

### Full Transcript

Thank you for calling Benefit ... . This is Francesca Hocines, how may I assist you today? Hi, my name is Gabriela Salinas. I was calling to see, uh, what is covered by my insurance and what isn't. Sure thing, ma'am. I'd be more than happy to assist you with that. Which staffing company is it that you work with? Serge. May I have the last four of your Social? 8485. Please verify your mailing address and date of birth. The mailing address is 10250 Norwick Street, Houston, Texas 77029. Okay, ma'am. Still waiting on the date of birth, if you'll be so kind. The date of birth is 05/19/1988. I have best contact, same as the one you called on, 281-409-0382 with the email of S-A-L-L-E-Nangel070910@gmail.com. Uh, that is wrong. All right. What should be the correct email? The correct email is S-A-L-L-E-N-A-M-G-E-L 8884666@gmail.com. All right. Let's see. So you were auto enrolled per Surge company policy. Um, however, it has not been active since August 6th till the current day. But specifically speaking, what that plan covers is preventative services. Those are going to be anything that you get done to make sure you're up to health, like your physical, your screenings for your blood pressure, iron deficiency, the preventative counseling of a healthy diet or avoiding UV exposures from the sun, along with your immunizations like tetanus, influenza, varicella, and generic preventative prescriptions such as statins, vitamins, or FDA-approved contraceptive methods. Okay. It does have a network requirement, a virtual urgent care package, and a free Rx membership for the prescriptions. Okay. Do you have... Does it cover, um, eye doctor? No, ma'am. This is a medical preventative plan only. It doesn't have any vision coverage. Were you looking to have vision coverage? Yes, ma'am. Okay. Let's see. And then aside from the benefits that you have currently with Surge, you have not had any other vision coverage with another carrier within the last 30 days. Correct? Correct. Okay. So in order to get the vision, you'll have to wait till August to be eligible for it. That will be when your company holds their open enrollment period. Mm-hmm. Currently, they're only offering one vision plan. If you were to be enrolled into it and it's still the same information once we get to August, it will be two dollars and 15 cents per paycheck. It has a \$10 copay for your eye exam. Mm-hmm. A \$25 copay for the lenses and the frames. Okay. A \$0 copay for contact lens fittings. And then yearly, it gives you a frame allowance of \$130. Okay. Okay. Then- That's fine. All right. Um, I do have to say there is a possibility that they actually might or might not change that information, because whenever the companies get to their open enrollment period yearly, that's when they do the offer changes. Mm-hmm. Currently, we don't have the exact days for that open enrollment period, but if you call at some point during the beginning of August, we'll be able to provide you those specific dates. Okay. All right. Um, and you said it, it covers medication. Correct? The one that you're currently enrolled into? Yes, ma'am. Yes, ma'am. It does. Okay. Yeah, because I- I have an EpiPen that I need to- to get filled. And I was holding out because I've been, uh, trying not to have an allergic reaction, but

I'm going to be around my kids and who knows what happens. Oh, I understand. Now- Yes? ... do you ever remember registering for the, for your Rx? Um, no, ma'am. All right. So I'll go ahead and send you the steps for it. There's a possibility you may not be able to do it specifically right now due to the fact that you're not active this week. Okay. But once we see the deduction of the \$15.16 in your paycheck, you'll be able to do the registration. You can also check by getting with a call on Mondays. Okay. We may be able to see whether or not it has been paid, because currently this week you're not active on it. Okay. That's fine then. All right. So you are all set. I sent those instructions to the email that you provided. Was there anything else I can assist you with today? No, ma'am. That would be it. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Thank you, ma'am. My pleas-

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefit ... . This is Francesca Hocines, how may I assist you today?

Speaker speaker\_1: Hi, my name is Gabriela Salinas. I was calling to see, uh, what is covered by my insurance and what isn't.

Speaker speaker\_0: Sure thing, ma'am. I'd be more than happy to assist you with that. Which staffing company is it that you work with?

Speaker speaker\_1: Serge.

Speaker speaker\_0: May I have the last four of your Social?

Speaker speaker\_1: 8485.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: The mailing address is 10250 Norwick Street, Houston, Texas 77029.

Speaker speaker\_0: Okay, ma'am. Still waiting on the date of birth, if you'll be so kind.

Speaker speaker\_1: The date of birth is 05/19/1988.

Speaker speaker\_0: I have best contact, same as the one you called on, 281-409-0382 with the email of S-A-L-L-E-Nangel070910@gmail.com.

Speaker speaker\_1: Uh, that is wrong.

Speaker speaker\_0: All right. What should be the correct email?

Speaker speaker\_1: The correct email is S-A-L-L-E-N-A-M-G-E-L 8884666@gmail.com.

Speaker speaker\_0: All right. Let's see. So you were auto enrolled per Surge company policy. Um, however, it has not been active since August 6th till the current day. But specifically speaking, what that plan covers is preventative services. Those are going to be anything that you get done to make sure you're up to health, like your physical, your screenings for your

blood pressure, iron deficiency, the preventative counseling of a healthy diet or avoiding UV exposures from the sun, along with your immunizations like tetanus, influenza, varicella, and generic preventative prescriptions such as statins, vitamins, or FDA-approved contraceptive methods.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It does have a network requirement, a virtual urgent care package, and a free Rx membership for the prescriptions.

Speaker speaker\_1: Okay. Do you have... Does it cover, um, eye doctor?

Speaker speaker\_0: No, ma'am. This is a medical preventative plan only. It doesn't have any vision coverage. Were you looking to have vision coverage?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Let's see. And then aside from the benefits that you have currently with Surge, you have not had any other vision coverage with another carrier within the last 30 days. Correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. So in order to get the vision, you'll have to wait till August to be eligible for it. That will be when your company holds their open enrollment period.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Currently, they're only offering one vision plan. If you were to be enrolled into it and it's still the same information once we get to August, it will be two dollars and 15 cents per paycheck. It has a \$10 copay for your eye exam.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: A \$25 copay for the lenses and the frames.

Speaker speaker\_1: Okay.

Speaker speaker\_0: A \$0 copay for contact lens fittings. And then yearly, it gives you a frame allowance of \$130.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Then-

Speaker speaker\_1: That's fine.

Speaker speaker\_0: All right. Um, I do have to say there is a possibility that they actually might or might not change that information, because whenever the companies get to their open enrollment period yearly, that's when they do the offer changes.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Currently, we don't have the exact days for that open enrollment period, but if you call at some point during the beginning of August, we'll be able to provide you those specific dates.

Speaker speaker\_1: Okay. All right. Um, and you said it, it covers medication. Correct?

Speaker speaker\_0: The one that you're currently enrolled into?

Speaker speaker\_1: Yes, ma'am.

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Speaker speaker\_1: Okay. Yeah, because I- I have an EpiPen that I need to- to get filled. And I was holding out because I've been, uh, trying not to have an allergic reaction, but I'm going to be around my kids and who knows what happens.

Speaker speaker\_0: Oh, I understand. Now-

Speaker speaker\_1: Yes?

Speaker speaker\_0: ... do you ever remember registering for the, for your Rx?

Speaker speaker\_1: Um, no, ma'am.

Speaker speaker\_0: All right. So I'll go ahead and send you the steps for it. There's a possibility you may not be able to do it specifically right now due to the fact that you're not active this week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But once we see the deduction of the \$15.16 in your paycheck, you'll be able to do the registration. You can also check by getting with a call on Mondays.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We may be able to see whether or not it has been paid, because currently this week you're not active on it.

Speaker speaker\_1: Okay. That's fine then.

Speaker speaker\_0: All right. So you are all set. I sent those instructions to the email that you provided. Was there anything else I can assist you with today?

Speaker speaker\_1: No, ma'am. That would be it.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_1: Thank you, ma'am.

Speaker speaker\_0: My pleas-