

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Francesca, my name is Jimmy. Yes, sir. How can I help you? Um, you guys called me. Okay. So we're an administrator for the health benefits of the staffing companies. I believe the automated system of your staffing company was the one that called you and redirected the call to us. Do you know which staffing company you- That would be Surge. Yeah, Surge. Did you just recently start with them? Um, actually I, I've been dealing with Surge for quite a while. Okay. Did you recently start a new assignment with them by any chance? I'm sorry. Uh, say again? Yes, sir. Did you recently start a new assignment with them, like a new job with them? Uh, no. Um, well, actually yes, now that I think about it. Um, it was for, uh, Nature's Bakery. Okay. So I believe- Yeah, but it- Go ahead. Um, I started with Nature's Bakery. I just did the, uh, orientation. And then I, I got a job offer and, and I took it, and so I wasn't a-available to work for, uh, Nature's Bakery again. I believe I think there's automated systems that you'll enter the contact list of the new hired. Yeah. So more than likely the reason- Yeah. ... why I called you was to let you know you were gonna be auto-enrolled, which technically isn't true. If you declined it at some point already, it won't process any enrollment. But we can double-check your account if you want. Yeah, please do. Of course. What are the last four of that social and your last name, please? 8729. 8729. And what is the last name? Holman. H-O-L-M-A-N. All right. Could you please verify your mailing address for me and your date of birth? 704... Uh, you're asking for, uh, m- my, um, uh, residence first? Yes, sir. Yeah, 704, uh, Hot Springs Road, Apartment 201. Carson City, Nevada, uh, 890... Wait, no. 89706. So it looks like they have not updated your address yet. Okay. Do you remember what the old one used to be? Yeah. Uh, 1706. Um, yeah, actually, hold on. Let me find my, uh, ID. Hold on. I'm trying to find it. Take your time. Where is my... Okay. I got it. Um, um, 1706 White Oak Way. Uh, Fernley, Nevada. It definitely, uh... I think we might have a very old address, 'cause it is the same city, Stanley, Nevada, but the street address is different. Yeah, Fernley. Oh, it could have been, um, yeah, it could have been different. Uh, yeah, but the- Because it does show here the... Go ahead. 'Cause I was gonna say, it does show on your profile that this has not been updated since 2022. Okay. That's when I was working, uh, well, living on the cul-de-sac. Um, I'm having a hard time remembering that address. Okay. So if you're not able to verify the address on file, you can always verify by full social if you feel comfortable. Okay. Um, yeah. I mean, I'm looking at my ID right now. It's, um, I haven't up-updated my ID for quite a while. I don't have to. Um. Mm-hmm. It's not, um... I don't have to verify it until 2028, which is three years from now. Understood. If you, for any reason, don't feel comfortable verifying your full social, the other option, Mr. Holman will be to reach out to your state's human resource office- Oh, no. My, my social is... I've had a social for all my life. Would you like to verify the account with the social then? 564-13-8729. So, the one that we had on file was the address of 279

Jordan Court in Filley, Nevada. Oh. You're actually... Yeah, that's actually perfect. Yeah. It's a code set. Do you want me to leave it as that one or change it to the 704 Hot Spring Road? Yeah, that's my current residence. Um... Yeah. Mm-hmm. 704, um, Hot Springs Road. Um, apartment 201. Yeah, that's my current add- address. And you did say that ZIP code was 89706. Is this correct? That is correct. All right. Okay. And then contact information seems to be up-to-date. I have the same phone number you called us on, 975-502-2212. That is correct. And then I do see here that at some point you were actually affected by the auto enroll back in 2022. But once you stopped working on July 17, it ended itself and it kicked you out of the auto enrollment list already. So, you won't be enrolled into anything automatically unless you request it. Yeah. I, I, um, I'm trying to understand what you're speaking about. Um, Adderall? Uh, uh... Automatic enrollment, sir. Surge has a company policy of automatically enrolling their new hires into a medical preventative care plan, in which you were enrolled from February 14, 2022, to July 17, 2022. Since you already had been affected by the automatic enrollment policy. Um... I, yeah, I, no, that doesn't make any sense to me. Um, I didn't enroll in anything. Sir, the word automatic means that it happens without you having to do anything. I en-... Well... Surge has a company policy of automatically enrolling their new hires into a medical preventative care plan unless a form declining is submitted. Okay. Um, yeah. That's kind of weird. Um, that doesn't make any sense to me. Okay. If you wanted that specific policy to be further explained, you would have to call Surge Staffing for them to explain it to you. We're just the administrator. But as of right now, 2025- Okay. ... you're not going to be enrolled into any of their insurance unless you specifically request it. Okay. Copy that. Um, well, I haven't used any of, of their, um, like I've never been in a hospital. I've n- I've never, uh... Like, there's a hospital, literally, like two miles away from me. Never been there. S- sir, I do understand that, sir. The only thing is, that policy that I inform you of happened three years ago. Yeah. Back in 2022. Due to the fact that it is part- Okay. ... of their company policy, as- Sure. ... well as the fact that it has been three years since- Yeah. ... there wouldn't be any reimbursement being returned- Yeah. ... since you were enrolled per company policy. Okay. All right. I got it. Was there any other information that you would like me to provide to you today? No. I, I think we've got it all figured out. Understood. I hope you have a wonderful rest of your day. You as well. Bye-bye.

Conversation Format

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

Speaker speaker_1: Francesca, my name is Jimmy.

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: Um, you guys called me.

Speaker speaker_0: Okay. So we're an administrator for the health benefits of the staffing companies. I believe the automated system of your staffing company was the one that called you and redirected the call to us. Do you know which staffing company you-

Speaker speaker_1: That would be Surge. Yeah, Surge.

Speaker speaker_0: Did you just recently started with them?

Speaker speaker_1: Um, actually I, I've been dealing with Surge for quite a while.

Speaker speaker_0: Okay. Did you recently start a new assignment with them by any chance?

Speaker speaker_1: I'm sorry. Uh, say again?

Speaker speaker_0: Yes, sir. Did you recently start a new assignment with them, like a new job with them?

Speaker speaker_1: Uh, no. Um, well, actually yes, now that I think about it. Um, it was for, uh, Nature's Bakery.

Speaker speaker_0: Okay. So I believe-

Speaker speaker_1: Yeah, but it-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Um, I started with Nature's Bakery. I just did the, uh, orientation. And then I, I got a job offer and, and I took it, and so I wasn't a-available to work for, uh, Nature's Bakery again.

Speaker speaker_0: I believe I think there's automated systems that you'll enter the contact list of the new hired.

Speaker speaker_1: Yeah.

Speaker speaker_0: So more than likely the reason-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... why I called you was to let you know you were gonna be auto-enrolled, which technically isn't true. If you declined it at some point already, it won't process any enrollment. But we can double-check your account if you want.

Speaker speaker_1: Yeah, please do.

Speaker speaker_0: Of course. What are the last four of that social and your last name, please?

Speaker speaker_1: 8729. 8729.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: Holman. H-O-L-M-A-N.

Speaker speaker_0: All right. Could you please verify your mailing address for me and your date of birth?

Speaker speaker_1: 704... Uh, you're asking for, uh, m- my, um, uh, residence first?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, 704, uh, Hot Springs Road, Apartment 201. Carson City, Nevada, uh, 890... Wait, no. 89706.

Speaker speaker_0: So it looks like they have not updated your address yet.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you remember what the old one used to be?

Speaker speaker_1: Yeah. Uh, 1706. Um, yeah, actually, hold on. Let me find my, uh, ID. Hold on. I'm trying to find it.

Speaker speaker_0: Take your time.

Speaker speaker_1: Where is my... Okay. I got it. Um, um, 1706 White Oak Way. Uh, Fernley, Nevada.

Speaker speaker_0: It definitely, uh... I think we might have a very old address, 'cause it is the same city, Stanley, Nevada, but the street address is different.

Speaker speaker_1: Yeah, Fernley. Oh, it could have been, um, yeah, it could have been different. Uh, yeah, but the-

Speaker speaker_0: Because it does show here the... Go ahead. 'Cause I was gonna say, it does show on your profile that this has not been updated since 2022.

Speaker speaker_1: Okay. That's when I was working, uh, well, living on the cul-de-sac. Um, I'm having a hard time remembering that address.

Speaker speaker_0: Okay. So if you're not able to verify the address on file, you can always verify by full social if you feel comfortable.

Speaker speaker_1: Okay. Um, yeah. I mean, I'm looking at my ID right now. It's, um, I haven't up-updated my ID for quite a while. I don't have to. Um.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's not, um... I don't have to verify it until 2028, which is three years from now.

Speaker speaker_0: Understood. If you, for any reason, don't feel comfortable verifying your full social, the other option, Mr. Holman will be to reach out to your state's human resource office-

Speaker speaker_1: Oh, no. My, my social is... I've had a social for all my life.

Speaker speaker_0: Would you like to verify the account with the social then?

Speaker speaker_1: 564-13-8729.

Speaker speaker_0: So, the one that we had on file was the address of 279 Jordan Court in Filley, Nevada.

Speaker speaker_1: Oh. You're actually... Yeah, that's actually perfect. Yeah. It's a code set.

Speaker speaker_0: Do you want me to leave it as that one or change it to the 704 Hot Spring Road?

Speaker speaker_1: Yeah, that's my current residence. Um... Yeah.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 704, um, Hot Springs Road. Um, apartment 201. Yeah, that's my current add- address.

Speaker speaker_0: And you did say that ZIP code was 89706. Is this correct?

Speaker speaker_1: That is correct.

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: And then contact information seems to be up-to-date. I have the same phone number you called us on, 975-502-2212.

Speaker speaker_1: That is correct.

Speaker speaker_0: And then I do see here that at some point you were actually affected by the auto enroll back in 2022. But once you stopped working on July 17, it ended itself and it kicked you out of the auto enrollment list already. So, you won't be enrolled into anything automatically unless you request it.

Speaker speaker_1: Yeah. I, I, um, I'm trying to understand what you're speaking about. Um, Adderall? Uh, uh...

Speaker speaker_0: Automatic enrollment, sir. Surge has a company policy of automatically enrolling their new hires into a medical preventative care plan, in which you were enrolled from February 14, 2022, to July 17, 2022. Since you already had been affected by the automatic enrollment policy.

Speaker speaker_1: Um... I, yeah, I, no, that doesn't make any sense to me. Um, I didn't enroll in anything.

Speaker speaker_0: Sir, the word automatic means that it happens without you having to do anything.

Speaker speaker_1: I en-... Well...

Speaker speaker_0: Surge has a company policy of automatically enrolling their new hires into a medical preventative care plan unless a form declining is submitted.

Speaker speaker_1: Okay. Um, yeah. That's kind of weird. Um, that doesn't make any sense to me.

Speaker speaker_0: Okay. If you wanted that specific policy to be further explained, you would have to call Surge Staffing for them to explain it to you. We're just the administrator. But as of right now, 2025-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you're not going to be enrolled into any of their insurance unless you specifically request it.

Speaker speaker_1: Okay. Copy that. Um, well, I haven't used any of, of their, um, like I've never been in a hospital. I've n- I've never, uh... Like, there's a hospital, literally, like two miles away from me. Never been there.

Speaker speaker_0: S- sir, I do understand that, sir. The only thing is, that policy that I inform you of happened three years ago.

Speaker speaker_1: Yeah.

Speaker speaker_0: Back in 2022. Due to the fact that it is part-

Speaker speaker_1: Okay.

Speaker speaker_0: ... of their company policy, as-

Speaker speaker_1: Sure.

Speaker speaker_0: ... well as the fact that it has been three years since-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... there wouldn't be any reimbursement being returned-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... since you were enrolled per company policy.

Speaker speaker_1: Okay. All right. I got it.

Speaker speaker_0: Was there any other information that you would like me to provide to you today?

Speaker speaker_1: No. I, I think we've got it all figured out.

Speaker speaker_0: Understood. I hope you have a wonderful rest of your day.

Speaker speaker_1: You as well.

Speaker speaker_0: Bye-bye.