

Transcript: Francesca

Baez-6511248843784192-6092616133296128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling. Hello. Hi, my name is Francesca. How can I assist you today? Hi. How are you? Good. How are you today? Yes. Who am I speaking to? My name is Francesca, sir. You called about a medical card. Why is she calling us? Good. My name is John. Hello? Yes, sir. How can we help you? My, my name is John. I received a card, uh, a benefit, a benefits in, in a card. Uh, but I don't understand what is it for. Do you work with a staffing company? Yes, I work with Surge Staffing. Oh. So more than likely the reason why you received that card and you don't remember applying for insurance is due to the fact that Surge has a company policy. They auto-enroll the new hires into a medical preventative care plan which will be what that benefit card is for. Say that again. Once again, sir. Surge has a company policy where they auto-enroll new hires into a medical preventative care plan. I believe that's what that benefit card you have in your hands is for. No, I, I, I just, I just visited the staffing company asking them about it. They said that, uh, they, they are not aware of what benefits they are. Maybe I should call this number and maybe I'll, I'll, I'll get some more help. Yeah. So that's why I'm calling- Yes, sir. ... uh, because I don't remember subscribing or, or I don't know. I, I don't, I don't know. Yes, sir. Unfortunately, the Surge staff is not well-educated into the insurance they offered. Surge company policy is the one that auto-enrolls you into that plan if you would like. If you don't like it, I can cancel it or provide you the information as to what that plan will cover it. May- maybe you can, you can talk to me or take me through the plan that I'm covered in, then I can make a decision. Correct, would do? What are the last four of your Social to look in your account? My, my, my, my four last of my Soc- Social is, uh, 41 dub- 4199. Last name Karuenge? Last name is Karuenge, John. All right. And could you verify your mailing address and date of birth to make sure I'm in the right account, please? My mailing address is 2517 Chaho Drive, Saguaville. ZIP file is 75159. I have your password number as 4697042533. Yes, that's my number. I'm, I'm struggling to hear you. You're having a problem with your voice? Yes, sir. I apologize for that inconvenience. Oh, sorry. Sorry. Get well soon. Let me know if at any moment it causes an issue and you can't hear me, okay? Yes. Okay. And then I have your email down as your first and last name 15@gmail.com. That's correct. Okay. So that plan that you were auto-enrolled into is a medical preventative care plan. The services that would be covered under it is your annual physical, your screenings for like your blood pressure, your iron deficiency, counseling for a healthy diet or avoiding UV exposures, as well as your preventative vaccines for the influenza, tetanus, varicella. It also covers your preventative prescriptions for a generic like vitamin Cisplatin. And then, it does come with a virtual urgent care package and a 4EX membership. However, due to the fact that it is preventative only, it won't cover what they call hospital indemnity, which is your doctor visits, your urgent care or emergency room visits or surgeries. Okay. Does it cover my wife and my

kids or it's just me? It is just you that have been enrolled into that plan. Mm-hmm. If you want to enroll into anything different or add them to the plan, I can request a front office to do an eligibility review to see if we can change it for you to a different plan and add them. No, I, I, I think for now, because, uh, my wife and kid are in a different plan- Oh, no. Uh-huh. ... and I wa- and I was thinking to join that plan, too, I wish to cancel this one so that I can can- we can be all incorporated in, in one plan. Would that be possible? Of course. Can you suggest for This line being recorded. You stated you would like to cancel the plan with Surge Staffing. Correct? Yes. Sorry, say that again. Yes, sir. I'm confirming that you would like to cancel the plan with Surge Staffing. Yes. Yes. I would like to cancel it. Okay. So I put in for the request to cancel it. Just keep in mind that the cancellation does take seven to 10 business days to process through. Mm-hmm. So you might see one or two deduction which means you have one to two more weeks of coverage. Okay? Sorry, I need, I need you to repeat that again. Of course. I was saying the cancellations take seven to 10 business days to process through. Mm-hmm. You might see one to two more deductions which will also mean that you will have coverage for one to two more weeks. At the moment, I'm not working so, uh, I- Mm-hmm. There, there's nothing to be deducted. Okay. Let's see. So today is the 2nd. I will recommend then calling in after January 20th to confirm cancellation. That will be one to two weeks. So by the 20th, it should be canceled out. You can call us back to confirm if you'd like. Okay. So that means if I'm not working now and there's nothing to be deducted, uh, will you, will you carry that over? Like so that it looks like I have, I have something tending with you guys? No, sir. So let's say, for example, if for the remaining of January you do not work and you start working again in February, you won't start being charged again- Mm-hmm. ... since, for all of these benefits once they have four weeks of consecutive no payment, by the fifth one, the policy cancels itself. Okay. Okay. Uh, thank you. Thank you. That is helpful. Uh, maybe you can, you can, you can put the request on to cancel it. Yes, sir. I have already put it in there for you. Thank you. So I'll be calling in to confirm whether that was effective. Correct. After the 20th. Yes, sir. Not a problem. Thank you. I appreciate you. Bye-bye. Thank you. Have a wonderful rest of your day. You too. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling.

Speaker speaker_2: Hello.

Speaker speaker_1: Hi, my name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. How are you?

Speaker speaker_1: Good. How are you today?

Speaker speaker_2: Yes. Who am I speaking to?

Speaker speaker_1: My name is Francesca, sir. You called about a medical card.

Speaker speaker_3: Why is she calling us?

Speaker speaker_2: Good. My name is John. Hello?

Speaker speaker_1: Yes, sir. How can we help you?

Speaker speaker_2: My, my name is John. I received a card, uh, a benefit, a benefits in, in a card. Uh, but I don't understand what is it for.

Speaker speaker_1: Do you work with a staffing company?

Speaker speaker_2: Yes, I work with Surge Staffing.

Speaker speaker_1: Oh. So more than likely the reason why you received that card and you don't remember applying for insurance is due to the fact that Surge has a company policy. They auto-enroll the new hires into a medical preventative care plan which will be what that benefit card is for.

Speaker speaker_2: Say that again.

Speaker speaker_1: Once again, sir. Surge has a company policy where they auto-enroll new hires into a medical preventative care plan. I believe that's what that benefit card you have in your hands is for.

Speaker speaker_2: No, I, I, I just, I just visited the staffing company asking them about it. They said that, uh, they, they are not aware of what benefits they are. Maybe I should call this number and maybe I'll, I'll, I'll get some more help.

Speaker speaker_1: Yeah.

Speaker speaker_2: So that's why I'm calling-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: ... uh, because I don't remember subscribing or, or I don't know. I, I don't, I don't know.

Speaker speaker_1: Yes, sir. Unfortunately, the Surge staff is not well-educated into the insurance they offered. Surge company policy is the one that auto-enrolls you into that plan if you would like. If you don't like it, I can cancel it or provide you the information as to what that plan will cover it.

Speaker speaker_2: May- maybe you can, you can talk to me or take me through the plan that I'm covered in, then I can make a decision. Correct, would do?

Speaker speaker_1: What are the last four of your Social to look in your account?

Speaker speaker_2: My, my, my, my four last of my Soc- Social is, uh, 41 dub- 4199.

Speaker speaker_1: Last name Karuenge?

Speaker speaker_2: Last name is Karuenge, John.

Speaker speaker_1: All right. And could you verify your mailing address and date of birth to make sure I'm in the right account, please?

Speaker speaker_2: My mailing address is 2517 Chaho Drive, Saguaville. ZIP file is 75159.

Speaker speaker_1: I have your password number as 4697042533.

Speaker speaker_2: Yes, that's my number. I'm, I'm struggling to hear you. You're having a problem with your voice?

Speaker speaker_1: Yes, sir. I apologize for that inconvenience.

Speaker speaker_2: Oh, sorry. Sorry. Get well soon.

Speaker speaker_1: Let me know if at any moment it causes an issue and you can't hear me, okay?

Speaker speaker_2: Yes. Okay.

Speaker speaker_1: And then I have your email down as your first and last name 15@gmail.com.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. So that plan that you were auto-enrolled into is a medical preventative care plan. The services that would be covered under it is your annual physical, your screenings for like your blood pressure, your iron deficiency, counseling for a healthy diet or avoiding UV exposures, as well as your preventative vaccines for the influenza, tetanus, varicella. It also covers your preventative prescriptions for a generic like vitamin Cisplatin. And then, it does come with a virtual urgent care package and a 4EX membership. However, due to the fact that it is preventative only, it won't cover what they call hospital indemnity, which is your doctor visits, your urgent care or emergency room visits or surgeries.

Speaker speaker_2: Okay. Does it cover my wife and my kids or it's just me?

Speaker speaker_1: It is just you that have been enrolled into that plan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you want to enroll into anything different or add them to the plan, I can request a front office to do an eligibility review to see if we can change it for you to a different plan and add them.

Speaker speaker_2: No, I, I, I think for now, because, uh, my wife and kid are in a different plan-

Speaker speaker_1: Oh, no. Uh-huh.

Speaker speaker_2: ... and I wa- and I was thinking to join that plan, too, I wish to cancel this one so that I can can- we can be all incorporated in, in one plan. Would that be possible?

Speaker speaker_1: Of course. Can you suggest for

Speaker speaker_4: This line being recorded. You stated you would like to cancel the plan with Surge Staffing. Correct?

Speaker speaker_2: Yes. Sorry, say that again.

Speaker speaker_1: Yes, sir. I'm confirming that you would like to cancel the plan with Surge Staffing.

Speaker speaker_2: Yes. Yes. I would like to cancel it.

Speaker speaker_1: Okay. So I put in for the request to cancel it. Just keep in mind that the cancellation does take seven to 10 business days to process through.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you might see one or two deduction which means you have one to two more weeks of coverage. Okay?

Speaker speaker_2: Sorry, I need, I need you to repeat that again.

Speaker speaker_1: Of course. I was saying the cancellations take seven to 10 business days to process through.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You might see one to two more deductions which will also mean that you will have coverage for one to two more weeks.

Speaker speaker_2: At the moment, I'm not working so, uh, I-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: There, there's nothing to be deducted.

Speaker speaker_1: Okay. Let's see. So today is the 2nd. I will recommend then calling in after January 20th to confirm cancellation. That will be one to two weeks. So by the 20th, it should be canceled out. You can call us back to confirm if you'd like.

Speaker speaker_2: Okay. So that means if I'm not working now and there's nothing to be deducted, uh, will you, will you carry that over? Like so that it looks like I have, I have something tending with you guys?

Speaker speaker_1: No, sir. So let's say, for example, if for the remaining of January you do not work and you start working again in February, you won't start being charged again-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... since, for all of these benefits once they have four weeks of consecutive no payment, by the fifth one, the policy cancels itself.

Speaker speaker_2: Okay. Okay. Uh, thank you. Thank you. That is helpful. Uh, maybe you can, you can, you can put the request on to cancel it.

Speaker speaker_1: Yes, sir. I have already put it in there for you.

Speaker speaker_2: Thank you. So I'll be calling in to confirm whether that was effective.

Speaker speaker_1: Correct. After the 20th. Yes, sir.

Speaker speaker_2: Not a problem. Thank you. I appreciate you. Bye-bye.

Speaker speaker_1: Thank you. Have a wonderful rest of your day.

Speaker speaker_2: You too. You too. Thank you.