

## **Transcript: Justin**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Uh, my name is Ganesh Gurung, and I'm working from the Surge and working the USHCUHO, and I got a benefit card here. Med... This is a medical, I think, you know? And I'm 90 day over, but I don't know. Uh, they told me nine... after 90 days, my dentist and vision is covering, but I'm not sure. It's still covering or not. That's why I call you. Okay. Um, what's the staffing agency you work for? I'm from the Surge. S-U-R-G-E, Surge. Okay, so Surge Staffing. And the last four of your Social? Uh, 7322. And for security purposes, can you verify your home address, including city, state and ZIP code? Uh, uh... Okay. Uh, just a minute, okay? I'm just confuse me. 2 years, three and half Corner Avenue Marion, Ohio 43302. And confirm your date of birth? Sept-... Oh, no September. May 23rd, 1968. And a good cellphone number you have is 567-231-6854? Yes, sir. And the email you have is your last name, first name 08 at gmail.com? Correct. Yes. Okay. Um, so the only thing I'm seeing you currently enrolled into is the MEC TeleRx, which Surge Staffing automatically enrolls their new hires into after 30 days. Um, however, it just covers preventative healthcare services only. So, like, physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. That mean dentist is given, is not covered? Correct, just this medical. How about 90 day over? Not... Either? Um, no, sir. So, Surge Staffing automatically enrolls their new hires into that medical plan, usually 30 days after their first paycheck. Oh. No, no, that's a medical. What I'm talking about, dentist is, vision is, that mean even 90 day over, never hi- never covering or I have to wait still? Um, so cur- you are correct. So, that does, that does not happen. So, 90 days, dental and vision does not kick in. Um, I don't know- Mm-hmm. ... who you spoke with, but they informed you the wrong information. Your personal- Oh, yeah. ... open enrollment period was 30 days from your first paycheck. So, once you received- Oh. ... your first paycheck through Surge Staffing, that was your 30-day start window, uh, to be- Oh. ... enrolled in the benefits. Oh, okay. Because, uh, I got a medical card already, but it's okay. And reason, uh, when I was, uh, hiring Surge, first day, they told me, uh, after 90 days, uh, vision and dentist be covering, but not yet. They told me, but now, uh, this agency too is vision, dentist now covering. That I know, but it's okay. That I wanna know. Yeah. Thank you so much. You're welcome. You have a great day, okay? You too. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. Uh, my name is Ganesh Gurung, and I'm working from the Surge and working the USHCUHO, and I got a benefit card here. Med... This is a medical, I think, you know? And I'm 90 day over, but I don't know. Uh, they told me nine... after 90 days, my dentist and vision is covering, but I'm not sure. It's still covering or not. That's why I call you.

Speaker speaker\_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker\_2: I'm from the Surge. S-U-R-G-E, Surge.

Speaker speaker\_1: Okay, so Surge Staffing. And the last four of your Social?

Speaker speaker\_2: Uh, 7322.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and ZIP code?

Speaker speaker\_2: Uh, uh... Okay. Uh, just a minute, okay? I'm just confuse me. 2 years, three and half Corner Avenue Marion, Ohio 43302.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: Sept-... Oh, no September. May 23rd, 1968.

Speaker speaker\_1: And a good cellphone number you have is 567-231-6854?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email you have is your last name, first name 08 at gmail.com?

Speaker speaker\_2: Correct. Yes.

Speaker speaker\_1: Okay. Um, so the only thing I'm seeing you currently enrolled into is the MEC TeleRx, which Surge Staffing automatically enrolls their new hires into after 30 days. Um, however, it just covers preventative healthcare services only. So, like, physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy.

Speaker speaker\_2: That mean dentist is given, is not covered?

Speaker speaker\_1: Correct, just this medical.

Speaker speaker\_2: How about 90 day over? Not... Either?

Speaker speaker\_1: Um, no, sir. So, Surge Staffing automatically enrolls their new hires into that medical plan, usually 30 days after their first paycheck.

Speaker speaker\_2: Oh. No, no, that's a medical. What I'm talking about, dentist is, vision is, that mean even 90 day over, never hi- never covering or I have to wait still?

Speaker speaker\_1: Um, so cur- you are correct. So, that does, that does not happen. So, 90 days, dental and vision does not kick in. Um, I don't know-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... who you spoke with, but they informed you the wrong information. Your personal-

Speaker speaker\_2: Oh, yeah.

Speaker speaker\_1: ... open enrollment period was 30 days from your first paycheck. So, once you received-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... your first paycheck through Surge Staffing, that was your 30-day start window, uh, to be-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... enrolled in the benefits.

Speaker speaker\_2: Oh, okay. Because, uh, I got a medical card already, but it's okay. And reason, uh, when I was, uh, hiring Surge, first day, they told me, uh, after 90 days, uh, vision and dentist be covering, but not yet. They told me, but now, uh, this agency too is vision, dentist now covering. That I know, but it's okay. That I wanna know. Yeah. Thank you so much.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_2: Bye.