

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? Hey, how you doing? Um, I just, I got a email about insurance, and I'm calling to sign up. Okay. What's the staffing agency you work for? Uh, it's for Surge. And the last four of your Social? 8932. And what was your first and last name? Mario, middle initial A, Garcia Bautista. And for security purposes, can you verify the home address, including city, state and zip code, Mario? Yeah. Uh, the address is 951 Las Palmas Entrada Avenue, Apartment Number 911, Henderson, Nevada 89012. And your date of birth? 11/27/'79. And a good telephone number has a 702-601-7489? Yeah. And the email I have is O-B-R-A-M-A-E-S-T-R-A-F at Yahoo? Yeah. Okay. Um, now, did you have an idea of what you wanted to be enrolled into or no? Well, um, I noticed it said for the health insurance if we didn't reply or, or call, we would automatically get signed up. Okay. Yes, so I do know that Surge enrolls their new hires. And, um... Yeah. So but I wanted to add, I wanted to see, um, if I can add, uh, dental and vision. Okay. On top of the medical plan or on top of the auto enrollment? Yeah. Okay. Let's see here. For employee only- Mm-hmm. ... correct? Um, th- yeah, just me. They sent me a form, uh, to fill out, and I was gonna ask you, do I fill it out and send it to you guys or, or do I turn it in to them? Um, well, since you are, since you already called us at Benefits and a Card and we are making those changes for you, I mean, technically you can reach back out to Surge, let them know that you spoke with Benefits and a Card and they, they got you enrolled and that you don't know what to do with that enrollment form. Okay. Okay. Um, let's see here. Um, 'cause I, I do, I do wanna, um, enroll with my family, my wife and kids. Okay. So let's see here. So Employee Plus Family coverage? Yeah. Well, it's just my wife and, uh, one child, 'cause my other kids are already, um, over 18. Okay. So let's see here. Um, so I do know that dependents can be added to insurance up until 26. So if they're 18, 19, they can still get added to insurance. Oh, okay, so then I would have two kids. Okay. So let's see here. So doing the MEC PaliRx, which was the medical plan, vision and dental for Employee Plus Family would make your total deductions \$50.93 a week, be authorize Surge Staffing to make the deduction for you. Yeah. Okay. So let me go ahead and save that and add your dependents down. What's your spouse's first name? Erica. With a C or a K? E-R-I with a C. Okay. And her last name? Um, no, her, her middle initial is R. Mm-hmm. And then, uh, her last name is Ortega. And do you have her Social by any chance? Um, no, but I can get it. Do you want me to text her real quick and get it? Um, that should be fine, or I can put in all zeros for now, and then you can just call us back when you do have it, whichever is easier. Okay. Let me see what... Let me see if she'll reply. Um, okay. And then do you need the kids' names? Um, yes. Give me one second. What's, uh, Erica's date of birth? Uh, January 30th, uh, 80... Oh, I have to ask her that one too. Um, yeah, she's, she, she texted me back. Let me ask her for, um, the date of birth. Okay, the Social is 570-73-2931. All

right. And then the date of birth? Uh, give me one second. Let me... She's, she hasn't responded to that one. Uh, January 30th, okay, '83. January '83? Okay. Yeah. And then the first child? First child is Adrian, middle initial M, Garcia. And his Social? Oh, let me... Can I call my wife and put her on so she can answer- Yeah. ... 'cause I, I don't know his Social. Let me, let me get her on the line real quick. Okay. Okay, she's on. Hey. What's Adrian's social? Thank you. Um, Adrian's social we... Hold on, I have to look that up. You want help? Oh, w- what is it? It's... Uh, wait. I'll, uh, I got it. Just give me one second. No worries. Take your time. Is there something there? Mm-hmm. Didn't find it. It's 68... Hoss? Yeah, yeah. Is this how much? It's, it's 680703433. And your date of birth? Stand by. 08... 1, 3... 11305. Okay. And then the next child? Uh, Hazelle Garcia. Oh, hold on. I'm trying to look up her... Get her social too. Gotta get her- How do you spell her name? Is, is it H-A-Z-E-L-L-E? Yeah. Yeah, that was about to be my next question. Uh, her full name is Hazelle Grace. That's her first name. Hazelle Grace. Okay. And then middle name is Nicole, and her last name is Garcia. Okay. And I'm just- And then just the social and the date of birth. Okay, her date of birth is, uh, May 15th, 2020. And her social... I'm trying to look at that. Hold on. I had their socials written down. Um... Oh, right there. Okay. Her social is 150-7903-64. Okay. So I went ahead and added Hazelle down as well. Is there another child or no? Uh, no. Okay. Um, so I do wanna let Mario know that the spending enrollment will take one to two weeks to go through. Okay. Then whenever he witnesses his first payroll deduction of the \$50.93 come off his paycheck, coverage begins the Monday we receive that deduction from, um- Okay. ... Surge Staffing. Okay, and what is the- And then 7- I'm sorry, go ahead. Go ahead. Um, seven to 10 business days later, he'll receive all of his policy and ID card information in the mail. Um, but were there any other questions for me? Yeah, um, what is this, uh, it's health insurance? Um, yes. So it's medical, dental and vision insurance offered through Surge Staffing. Oh, okay. And does it cover... I mean, we'll... Do we see our own, like, own doctor or there's, like, a... We'll get a pamphlet showing which doctors we can go to and stuff like that? Um, yes. So you'll receive a pamphlet once the physical ID cards and policy information comes in the mail with all of the- Okay. ... uh, provider information. So I do know you have to stay in network, but all of that information is included- Oh, okay. ... with the policy information as well. Okay. All right, that's it. Sounds good. Awesome. Well, you have a wonderful day, okay? You too. Thank you. Thank you. Mm-hmm. You're welcome. Bye-bye. Goodbye.

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: Hey, how you doing? Um, I just, I got a email about insurance, and I'm calling to sign up.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Uh, it's for Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8932.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Mario, middle initial A, Garcia Bautista.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Mario?

Speaker speaker_2: Yeah. Uh, the address is 951 Las Palmas Entrada Avenue, Apartment Number 911, Henderson, Nevada 89012.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11/27/'79.

Speaker speaker_1: And a good telephone number has a 702-601-7489?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is O-B-R-A-M-A-E-S-T-R-A-F at Yahoo?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_2: Well, um, I noticed it said for the health insurance if we didn't reply or, or call, we would automatically get signed up.

Speaker speaker_1: Okay. Yes, so I do know that Surge enrolls their new hires.

Speaker speaker_2: And, um... Yeah. So but I wanted to add, I wanted to see, um, if I can add, uh, dental and vision.

Speaker speaker_1: Okay. On top of the medical plan or on top of the auto enrollment?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Let's see here. For employee only-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... correct?

Speaker speaker_2: Um, th- yeah, just me. They sent me a form, uh, to fill out, and I was gonna ask you, do I fill it out and send it to you guys or, or do I turn it in to them?

Speaker speaker_1: Um, well, since you are, since you already called us at Benefits and a Card and we are making those changes for you, I mean, technically you can reach back out to Surge, let them know that you spoke with Benefits and a Card and they, they got you enrolled and that you don't know what to do with that enrollment form.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, let's see here.

Speaker speaker_2: Um, 'cause I, I do, I do wanna, um, enroll with my family, my wife and kids.

Speaker speaker_1: Okay. So let's see here. So Employee Plus Family coverage?

Speaker speaker_2: Yeah. Well, it's just my wife and, uh, one child, 'cause my other kids are already, um, over 18.

Speaker speaker_1: Okay. So let's see here. Um, so I do know that dependents can be added to insurance up until 26. So if they're 18, 19, they can still get added to insurance.

Speaker speaker_2: Oh, okay, so then I would have two kids.

Speaker speaker_1: Okay. So let's see here. So doing the MEC PaliRx, which was the medical plan, vision and dental for Employee Plus Family would make your total deductions \$50.93 a week, be authorize Surge Staffing to make the deduction for you.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So let me go ahead and save that and add your dependents down. What's your spouse's first name?

Speaker speaker_2: Erica.

Speaker speaker_1: With a C or a K?

Speaker speaker_2: E-R-I with a C.

Speaker speaker_1: Okay. And her last name?

Speaker speaker_2: Um, no, her, her middle initial is R.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then, uh, her last name is Ortega.

Speaker speaker_1: And do you have her Social by any chance?

Speaker speaker_2: Um, no, but I can get it. Do you want me to text her real quick and get it?

Speaker speaker_1: Um, that should be fine, or I can put in all zeros for now, and then you can just call us back when you do have it, whichever is easier.

Speaker speaker_2: Okay. Let me see what... Let me see if she'll reply. Um, okay. And then do you need the kids' names?

Speaker speaker_1: Um, yes. Give me one second. What's, uh, Erica's date of birth?

Speaker speaker_2: Uh, January 30th, uh, 80... Oh, I have to ask her that one too. Um, yeah, she's, she, she texted me back. Let me ask her for, um, the date of birth. Okay, the Social is

570-73-2931.

Speaker speaker_1: All right. And then the date of birth?

Speaker speaker_2: Uh, give me one second. Let me... She's, she hasn't responded to that one. Uh, January 30th, okay, '83.

Speaker speaker_1: January '83? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: And then the first child?

Speaker speaker_2: First child is Adrian, middle initial M, Garcia.

Speaker speaker_1: And his Social?

Speaker speaker_2: Oh, let me... Can I call my wife and put her on so she can answer-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... 'cause I, I don't know his Social. Let me, let me get her on the line real quick.

Speaker speaker_1: Okay.

Speaker speaker_3: Okay, she's on.

Speaker speaker_1: Hey. What's Adrian's social?

Speaker speaker_4: Thank you. Um, Adrian's social we... Hold on, I have to look that up.

Speaker speaker_5: You want help?

Speaker speaker_4: Oh, w- what is it?

Speaker speaker_5: It's... Uh, wait. I'll, uh, I got it.

Speaker speaker_4: Just give me one second.

Speaker speaker_1: No worries. Take your time.

Speaker speaker_5: Is there something there?

Speaker speaker_4: Mm-hmm.

Speaker speaker_5: Didn't find it.

Speaker speaker_1: It's 68... Hoss?

Speaker speaker_3: Yeah, yeah.

Speaker speaker_4: Is this how much?

Speaker speaker_1: It's, it's 680703433.

Speaker speaker_3: And your date of birth?

Speaker speaker_4: Stand by.

Speaker speaker_3: 08...

Speaker speaker_4: 1, 3...

Speaker speaker_3: 11305.

Speaker speaker_1: Okay. And then the next child?

Speaker speaker_3: Uh, Hazelle Garcia.

Speaker speaker_4: Oh, hold on. I'm trying to look up her... Get her social too. Gotta get her-

Speaker speaker_3: How do you spell her name? Is, is it H-A-Z-E-L-L-E?

Speaker speaker_4: Yeah.

Speaker speaker_1: Yeah, that was about to be my next question.

Speaker speaker_4: Uh, her full name is Hazelle Grace. That's her first name. Hazelle Grace.

Speaker speaker_1: Okay.

Speaker speaker_4: And then middle name is Nicole, and her last name is Garcia.

Speaker speaker_1: Okay.

Speaker speaker_4: And I'm just-

Speaker speaker_1: And then just the social and the date of birth.

Speaker speaker_4: Okay, her date of birth is, uh, May 15th, 2020. And her social... I'm trying to look at that. Hold on. I had their socials written down. Um... Oh, right there. Okay. Her social is 150-7903-64.

Speaker speaker_1: Okay. So I went ahead and added Hazelle down as well. Is there another child or no?

Speaker speaker_4: Uh, no.

Speaker speaker_1: Okay. Um, so I do wanna let Mario know that the spending enrollment will take one to two weeks to go through.

Speaker speaker_3: Okay.

Speaker speaker_1: Then whenever he witnesses his first payroll deduction of the \$50.93 come off his paycheck, coverage begins the Monday we receive that deduction from, um-

Speaker speaker_3: Okay.

Speaker speaker_1: ... Surge Staffing.

Speaker speaker_4: Okay, and what is the-

Speaker speaker_1: And then 7-

Speaker speaker_4: I'm sorry, go ahead. Go ahead.

Speaker speaker_1: Um, seven to 10 business days later, he'll receive all of his policy and ID card information in the mail. Um, but were there any other questions for me?

Speaker speaker_4: Yeah, um, what is this, uh, it's health insurance?

Speaker speaker_1: Um, yes. So it's medical, dental and vision insurance offered through Surge Staffing.

Speaker speaker_4: Oh, okay. And does it cover... I mean, we'll... Do we see our own, like, own doctor or there's, like, a... We'll get a pamphlet showing which doctors we can go to and stuff like that?

Speaker speaker_1: Um, yes. So you'll receive a pamphlet once the physical ID cards and policy information comes in the mail with all of the-

Speaker speaker_4: Okay.

Speaker speaker_1: ... uh, provider information. So I do know you have to stay in network, but all of that information is included-

Speaker speaker_4: Oh, okay.

Speaker speaker_1: ... with the policy information as well.

Speaker speaker_4: Okay. All right, that's it. Sounds good.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_4: You too. Thank you.

Speaker speaker_3: Thank you.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_3: Goodbye.