

Transcript: Justin

Mills-4893132334252032-4632212735475712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, hi, Justin. How are you? I'm doing pretty well, and yourself? I'm fine. Um, Justin, I'm trying to find out what, um, the cost would be for... to upgrade any insurance. Right now, my husband just had some screenings, and we just talked to a young lady and she switched us to you because we would like to find out that information. Okay. Um, well, is your husband nearby so I can speak with him regarding it? Yes, we're here. Yes, he's right here. Hi, good- um, my name is Nelson Amoni. Hey. What's the staffing agency you work for? Um, Surge. Surge Staffing. And the last four of your Social? Uh, 9233. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Nelson? What is my... What did you say? Can you verify your home address, including city, state and zip code? Okay. 2800 800, I got you. And your date of birth? November 2nd, 1966, sure. And a good telephone number I have for you is 614-517-4285. All right. And the email I have is U-C-H-E-N-E-I-L.U-N@Gmail. Yes, all right. Um, but something that, um... Okay. Yeah. Um, there's a change on my address because I got married, uh, some time ago, so I just, uh, changed my address. Okay, what's your new address, so I can go ahead and update it? Yeah, uh, 164560 Greenscape. Greenscape? Greenscape, yeah, Greenscape. Greenscape, okay. City, state and zip code? Huh? Westerville. Oh, okay. You said Westerville? Yeah. Westerville, yeah. And the zip code? Uh, 43081. 43081, okay. So let's see here. Um, quick question. When did you start with Surge Staffing? On August 15th. Okay. So you received your first paycheck around August 26th? Yeah. Okay. Um, so I do know that you had 30 days from that date to make changes or to enroll into benefits, 'cause that's considered your personal open enrollment period. So your cut-off date would have been No, uh, September 25th, um, because there's 31 days in August. Um, so unfortunately, we wouldn't be able to make any changes right now, unless you experienced a qualified life event or if you were in Surge Staffing's next open enrollment period. Wow. Um, hold on. Yeah, um, hello? I'm still here. Hello? Yeah. Um- Hi. My getting married, will that consider any change? What was that again? I'm sorry. Hi, sir. Um, he was asking if getting married would be considered a life change. Um, yes, if it happened within the past 30 days. Oh, okay. Okay. Okay, so he's gonna have to wait. But could you go... Well, could you at least tell him his options for as a single person getting, um, insurance, being able to go to doctors? I mean, something outside of just preventative, um, screenings. Um, yeah. Um, so I do know that Surge Staffing does offer two other medical plans, the VIP plans, uh, the standard and the- Uh-huh. ... classic. However, they do cover hospitals- Yes. ... doctors and medications. The only major difference- Okay. ... between the standard and the classic is how much the insurance carrier just pays to cover things. However, those- All right. ... range from \$17.63 to \$19.53. Okay. For an individual or for a family plan? For an individual. Okay.

Do you have a family plan, too? Um, yes. So there's, um, employee plus family, which would be the spouse- Mm-hmm. ... and children, \$46.23- Mm-hmm. ... to \$52.09. And that's, that's per pay? Correct. Per week. Yes. Yeah. Okay. Okay, that's what we want to do now. Well, we appreciate it, and thank you. You're welcome. You have a great day, okay? You be the same. Thank you. Bye-bye. Bye-bye. So basically, he's saying he's got to wait till next September.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, hi, Justin. How are you?

Speaker speaker_1: I'm doing pretty well, and yourself?

Speaker speaker_2: I'm fine. Um, Justin, I'm trying to find out what, um, the cost would be for... to upgrade any insurance. Right now, my husband just had some screenings, and we just talked to a young lady and she switched us to you because we would like to find out that information.

Speaker speaker_1: Okay. Um, well, is your husband nearby so I can speak with him regarding it?

Speaker speaker_2: Yes, we're here. Yes, he's right here.

Speaker speaker_3: Hi, good- um, my name is Nelson Amoni.

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

Speaker speaker_3: Um, Surge.

Speaker speaker_1: Surge Staffing. And the last four of your Social?

Speaker speaker_3: Uh, 9233.

Speaker speaker_1: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Nelson?

Speaker speaker_3: What is my... What did you say?

Speaker speaker_1: Can you verify your home address, including city, state and zip code?

Speaker speaker_3: Okay. 2800 800, I got you.

Speaker speaker_1: And your date of birth?

Speaker speaker_3: November 2nd, 1966, sure.

Speaker speaker_1: And a good telephone number I have for you is 614-517-4285.

Speaker speaker_3: All right.

Speaker speaker_1: And the email I have is U-C-H-E-N-E-I-L.U-N@Gmail.

Speaker speaker_3: Yes, all right. Um, but something that, um...

Speaker speaker_1: Okay.

Speaker speaker_3: Yeah. Um, there's a change on my address because I got married, uh, some time ago, so I just, uh, changed my address.

Speaker speaker_1: Okay, what's your new address, so I can go ahead and update it?

Speaker speaker_3: Yeah, uh, 164560 Greenscape.

Speaker speaker_1: Greenscape?

Speaker speaker_3: Greenscape, yeah, Greenscape.

Speaker speaker_1: Greenscape, okay. City, state and zip code?

Speaker speaker_3: Huh? Westerville.

Speaker speaker_1: Oh, okay. You said Westerville?

Speaker speaker_3: Yeah. Westerville, yeah.

Speaker speaker_1: And the zip code?

Speaker speaker_3: Uh, 43081.

Speaker speaker_1: 43081, okay. So let's see here. Um, quick question. When did you start with Surge Staffing?

Speaker speaker_3: On August 15th.

Speaker speaker_1: Okay. So you received your first paycheck around August 26th?

Speaker speaker_3: Yeah.

Speaker speaker_1: Okay. Um, so I do know that you had 30 days from that date to make changes or to enroll into benefits, 'cause that's considered your personal open enrollment period. So your cut-off date would have been No, uh, September 25th, um, because there's 31 days in August. Um, so unfortunately, we wouldn't be able to make any changes right now, unless you experienced a qualified life event or if you were in Surge Staffing's next open enrollment period.

Speaker speaker_3: Wow. Um, hold on. Yeah, um, hello?

Speaker speaker_1: I'm still here.

Speaker speaker_3: Hello? Yeah. Um-

Speaker speaker_1: Hi.

Speaker speaker_3: My getting married, will that consider any change?

Speaker speaker_1: What was that again? I'm sorry.

Speaker speaker_2: Hi, sir. Um, he was asking if getting married would be considered a life change.

Speaker speaker_1: Um, yes, if it happened within the past 30 days.

Speaker speaker_2: Oh, okay. Okay. Okay, so he's gonna have to wait. But could you go... Well, could you at least tell him his options for as a single person getting, um, insurance, being able to go to doctors? I mean, something outside of just preventative, um, screenings.

Speaker speaker_1: Um, yeah. Um, so I do know that Surge Staffing does offer two other medical plans, the VIP plans, uh, the standard and the-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... classic. However, they do cover hospitals-

Speaker speaker_2: Yes.

Speaker speaker_1: ... doctors and medications. The only major difference-

Speaker speaker_2: Okay.

Speaker speaker_1: ... between the standard and the classic is how much the insurance carrier just pays to cover things. However, those-

Speaker speaker_2: All right.

Speaker speaker_1: ... range from \$17.63 to \$19.53.

Speaker speaker_2: Okay. For an individual or for a family plan?

Speaker speaker_1: For an individual.

Speaker speaker_2: Okay. Do you have a family plan, too?

Speaker speaker_1: Um, yes. So there's, um, employee plus family, which would be the spouse-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and children, \$46.23-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to \$52.09.

Speaker speaker_2: And that's, that's per pay?

Speaker speaker_1: Correct. Per week. Yes.

Speaker speaker_2: Yeah. Okay. Okay, that's what we want to do now. Well, we appreciate it, and thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You be the same.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye. So basically, he's saying he's got to wait till next September.