

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. My name is Brittany Waddell. I just got hired, um, through Surge at PHK, um... Sorry, I'll stop talking for a minute. Uh, at PHK, and, um, I had talked to Liz today and she said t-... I currently have coverage, uh, medical coverage through the state, um, so I don't believe that I need, like, medical insurance coverage through you guys, and she told me I had to call in to opt out. Yeah. Um, no worries. Um, so you said you recently just started with Surge Staffing, correct? Yes. I just... Well, technically, yeah. I think it was a few days ago that I went in to... Yeah. It was last week that I went in to apply there, but I officially got hired today through everything. Okay. Um, so in order for me to create a file in our system to opt you out of Surge's benefits, I need your full Social. Okay. Um, it's 270-94-5935. And what was your last name, Brittany? Waddell. W-A-D-D-E-L-L. Just because I'm covered, you know, by the state right now, so I don't think that I need... I don't know what all benefits you guys offer, but... Okay. And your home address, including city, state and zip code. 532 Huron Drive West, Apartment B. And it's Heath, H-E-A-T-H, Ohio 43056. And your date of birth? April 3rd, 1991. And a good telephone number. I have a 740-644-5589. Yes, sir. And do you have a good email? Yeah. It's BrittanyWaddell4@gmail.com. Do you need me to spell it? Uh, B-A-R-I-T-T-A-N-Y, correct? Yes. Okay. And then Waddell- And then W-A- ... W-A-D-D-E-L-L? Yep. You got it. Okay. Okay, so I'll go ahead and opt you out. Is there anything else I can help you out with today, Brittany? So do you guys just offer... It's just medical coverage as a temp hire, right? Um, correct. So they do offer medical plans. Um, they do offer other things like FreeRx, which gives out free or discounted prescription coverage, um, dental, short-term disability, term life, which is life insurance, vision and group accident. Okay. Yeah, I think I'm okay right... Yeah, I'm okay on that stuff right now because I'll get... O- if once I get hired, I'll be... You know, I have the medical coverage right now, so I think it'll be okay. I totally understand. So like I said, I'll go ahead and opt you out. Is there anything else I can assist you with today, Brittany? Um, n- no, I don't believe so. And now, am I allowed to, if like... If I want to, at some point, opt back in, then am I allowed to if something changes? Um, yeah. So if something changes- Okay. Okay. ... I-... you know that S- Surge has a company-wide open enrollment period, usually sometime in August. Um- Okay. Or if you wanted to do something before the company open enrollment period, it would have to be a QLE, which is a Qualified Life Event, which may be- Okay. ... considered as marriage or- Right. ... divorce, birth or adoption of a child, or involuntary loss of coverage. Okay. And the only invol- reason you'd get involuntary loss of coverage would be if you... Yeah. Yeah, is if you get fired. Yeah. Okay, yeah. I was gonna say late- yeah, no. Um, okay. Well, yeah, I don't think... Yeah, I think I'm okay. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? Okay. Thank you. I hope you have a wonderful day, too. Thank you for your help. Thank you.

Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. My name is Brittany Waddell. I just got hired, um, through Surge at PHK, um... Sorry, I'll stop talking for a minute. Uh, at PHK, and, um, I had talked to Liz today and she said t... I currently have coverage, uh, medical coverage through the state, um, so I don't believe that I need, like, medical insurance coverage through you guys, and she told me I had to call in to opt out.

Speaker speaker_0: Yeah. Um, no worries. Um, so you said you recently just started with Surge Staffing, correct?

Speaker speaker_1: Yes. I just... Well, technically, yeah. I think it was a few days ago that I went in to... Yeah. It was last week that I went in to apply there, but I officially got hired today through everything.

Speaker speaker_0: Okay. Um, so in order for me to create a file in our system to opt you out of Surge's benefits, I need your full Social.

Speaker speaker_1: Okay. Um, it's 270-94-5935.

Speaker speaker_0: And what was your last name, Brittany?

Speaker speaker_1: Waddell. W-A-D-D-E-L-L. Just because I'm covered, you know, by the state right now, so I don't think that I need... I don't know what all benefits you guys offer, but...

Speaker speaker_0: Okay. And your home address, including city, state and zip code.

Speaker speaker_1: 532 Huron Drive West, Apartment B. And it's Heath, H-E-A-T-H, Ohio 43056.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: April 3rd, 1991.

Speaker speaker_0: And a good telephone number. I have a 740-644-5589.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Yeah. It's BrittanyWaddell4@gmail.com. Do you need me to spell it?

Speaker speaker_0: Uh, B-A-R-I-T-T-A-N-Y, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then Waddell-

Speaker speaker_1: And then W-A-

Speaker speaker_0: ... W-A-D-D-E-L-L?

Speaker speaker_1: Yep. You got it.

Speaker speaker_0: Okay. Okay, so I'll go ahead and opt you out. Is there anything else I can help you out with today, Brittany?

Speaker speaker_1: So do you guys just offer... It's just medical coverage as a temp hire, right?

Speaker speaker_0: Um, correct. So they do offer medical plans. Um, they do offer other things like FreeRx, which gives out free or discounted prescription coverage, um, dental, short-term disability, term life, which is life insurance, vision and group accident.

Speaker speaker_1: Okay. Yeah, I think I'm okay right... Yeah, I'm okay on that stuff right now because I'll get... O- if once I get hired, I'll be... You know, I have the medical coverage right now, so I think it'll be okay.

Speaker speaker_0: I totally understand. So like I said, I'll go ahead and opt you out. Is there anything else I can assist you with today, Brittany?

Speaker speaker_1: Um, n- no, I don't believe so. And now, am I allowed to, if like... If I want to, at some point, opt back in, then am I allowed to if something changes?

Speaker speaker_0: Um, yeah. So if something changes-

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: ... I... you know that S- Surge has a company-wide open enrollment period, usually sometime in August. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Or if you wanted to do something before the company open enrollment period, it would have to be a QLE, which is a Qualified Life Event, which may be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... considered as marriage or-

Speaker speaker_1: Right.

Speaker speaker_0: ... divorce, birth or adoption of a child, or involuntary loss of coverage.

Speaker speaker_1: Okay. And the only invol- reason you'd get involuntary loss of coverage would be if you... Yeah.

Speaker speaker_0: Yeah, is if you get fired.

Speaker speaker_1: Yeah. Okay, yeah. I was gonna say late- yeah, no. Um, okay. Well, yeah, I don't think... Yeah, I think I'm okay.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker_1: Okay. Thank you. I hope you have a wonderful day, too. Thank you for your help.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.