

Transcript: Justin

Mills-6303654876987392-6496736675282944

Full Transcript

Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today? Um, yes, we wanna sign up for, um, this benefits thing that, that we were given. Okay, what's the staffing agency you work for? Uh, Surge. And the last four of your social? What's the last four? 4421. 4421. Okay, so let's see. 4421 you said? Uh, yes, sir. And what's the first and last name? Uh, Pascal and, uh, Pedro Juan. Pascal Pedro Juan, okay. And am I speaking with Pascal? Um, I'm his wife. He doesn't speak English. Okay, well, will you ask him, um, do you, can you, um... Do you authorize to speak on his behalf? Do you mind if I... If you ask him that? Because we have to do it for security purposes. Because this is behind system. Unless it's behind ... he gonna be when . He said yes. Okay. Um, for security purposes, could you verify his home address, including city, state and zip code? Uh, 1118 35951. And confirm it's the original? Uh, January 14th of 2000. And a good telephone number I have from him is 256-393-1861. Yes. And his email is pascualp711@gmail.com? Yes. Okay, so looking at the file, it looks like he's already been auto enrolled into the MEC TeleRx, which is the preventative healthcare service plan. Surge auto enrolls their new hires. So it looks like he's already into the medical plan. So he's already active? Um, let me see. So checking the calendar, yes, the member is currently active. Um, I could possibly email him his ID card if need be. I'm not sure if it's this, the one that I have. I have one right here that it came in, and it has like, um, it has the employee ID, employee name and medical coverage. So yes, that is the correct ID card. Oh, okay. Um, how do you... So what does it cover? Um, so the MEC TeleRx covers all of his preventative healthcare services, so like physicals, diabetes, screenings, vaccinations, yearly exams, STD checks. Pretty much things that generally make him stay healthy. What, what about dental? Um, so I'm not seeing anything regarding dental for it. It's just medical. Oh, so just medical? Correct. Okay. So y'all don't do dental? Um, Surge does offer dental. However, the member is actually outside of his personal open enrollment period, hence why he was auto enrolled. Um, because they automatically enroll their new hires into that medical plan 30 days after their first paycheck, which is considered their personal open enrollment period. Oh, okay. Okay. Thank you so much. You're welcome. Y'all have a great day, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today?

Speaker speaker_1: Um, yes, we wanna sign up for, um, this benefits thing that, that we were given.

Speaker speaker_0: Okay, what's the staffing agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: What's the last four? 4421. 4421.

Speaker speaker_0: Okay, so let's see. 4421 you said?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_0: And what's the first and last name?

Speaker speaker_1: Uh, Pascal and, uh, Pedro Juan.

Speaker speaker_0: Pascal Pedro Juan, okay. And am I speaking with Pascal?

Speaker speaker_1: Um, I'm his wife. He doesn't speak English.

Speaker speaker_0: Okay, well, will you ask him, um, do you, can you, um... Do you authorize to speak on his behalf? Do you mind if I... If you ask him that? Because we have to do it for security purposes.

Speaker speaker_1: Because this is behind system. Unless it's behind

Speaker speaker_2: ... he gonna be when . He said yes.

Speaker speaker_0: Okay. Um, for security purposes, could you verify his home address, including city, state and zip code?

Speaker speaker_1: Uh, 1118 35951.

Speaker speaker_0: And confirm it's the original?

Speaker speaker_1: Uh, January 14th of 2000.

Speaker speaker_0: And a good telephone number I have from him is 256-393-1861.

Speaker speaker_1: Yes.

Speaker speaker_0: And his email is pascualp711@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the file, it looks like he's already been auto enrolled into the MEC TeleRx, which is the preventative healthcare service plan. Surge auto enrolls their new hires. So it looks like he's already into the medical plan.

Speaker speaker_1: So he's already active?

Speaker speaker_0: Um, let me see. So checking the calendar, yes, the member is currently active. Um, I could possibly email him his ID card if need be.

Speaker speaker_1: I'm not sure if it's this, the one that I have. I have one right here that it came in, and it has like, um, it has the employee ID, employee name and medical coverage.

Speaker speaker_0: So yes, that is the correct ID card.

Speaker speaker_1: Oh, okay. Um, how do you... So what does it cover?

Speaker speaker_0: Um, so the MEC TeleRx covers all of his preventative healthcare services, so like physicals, diabetes, screenings, vaccinations, yearly exams, STD checks. Pretty much things that generally make him stay healthy.

Speaker speaker_1: What, what about dental?

Speaker speaker_0: Um, so I'm not seeing anything regarding dental for it. It's just medical.

Speaker speaker_1: Oh, so just medical?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. So y'all don't do dental?

Speaker speaker_0: Um, Surge does offer dental. However, the member is actually outside of his personal open enrollment period, hence why he was auto enrolled. Um, because they automatically enroll their new hires into that medical plan 30 days after their first paycheck, which is considered their personal open enrollment period.

Speaker speaker_1: Oh, okay. Okay. Thank you so much.

Speaker speaker_0: You're welcome. Y'all have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.