

Transcript: Justin

Mills-6612020645281792-6641133208682496

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. Um, I was just calling ... Well, I think I talked to somebody else, but I was just wondering, um, and then, it's on Surge Staffing, so, um, I was trying to find out on the VIP Classic, uh, about the hospital. Is there a deductible for that? Um, so the plans that's offered through Surge Staffing are not major medical plans, so there is no deductible that you have to meet. They're hospital indemnity, so you just have to pay the copays of either \$25 for regular doctor's visits, or if it's at a specialist, like a ears, nose, and throat doctor, for example, \$50. So it's just copays. The hospital too? Correct. Uh-huh. I thought she told me through Surge it was through the company. I, I don't know. I don't understand. I guess I can ask her again. I thought that's what she told me. I don't know. Um, yeah, I mean, I could try pulling your file for you. Um, what's the last four of your social? Well, I haven't got it through there yet. I don't get... I haven't, you know... I was trying to find out about the insurance before I actually done anything with it, you know? Okay, um, so I can provide... So I can- Yeah. I can provide you with a number to the insurance carrier, uh, it's actually sales reps, to answer those kind of questions that you have before getting enrolled, um, if that would help. Mm. I don't know. I don't know. Uh, 'cause you said that that was through Surge, but I asked, when I asked her, you know, if this is insurance through them or what, you know, 'cause I was just trying to figure it out, and she said it was through the company that you go to work for. I, I'll have to ask her, I guess. Yeah. The... Now we are clients with Surge Staffing, which is a staffing agency, so I do know that- Right. ... as long as you're working through staff- or Surge Staffing, you are, would be eligible for these benefits through us at Benefits in a Card, 'cause we're their plan administrators. Right. So, when you get hired in at the o- at the place that they're f- uh, you know, permanent from the other, then this insurance will be... then it would go t- to the plant, right? Or whatever- Correct. ... place it is. Yeah. Yes. So this insurance... So us at Benefits in a Card, we're for Surge. So say if you get hired on directly through Surge Staffing through a different company with, like, a full-time position, you would go to their insurance that's offered through them. Oh, okay. Okay. All right. All right. All right. Well, I appreciate it. You're welcome. You have a great day, okay? Thank you. You too. All right. Bye-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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes. Um, I was just calling ... Well, I think I talked to somebody else, but I was just wondering, um, and then, it's on Surge Staffing, so, um, I was trying to find out on the VIP Classic, uh, about the hospital. Is there a deductible for that?

Speaker speaker_1: Um, so the plans that's offered through Surge Staffing are not major medical plans, so there is no deductible that you have to meet. They're hospital indemnity, so you just have to pay the copays of either \$25 for regular doctor's visits, or if it's at a specialist, like a ears, nose, and throat doctor, for example, \$50. So it's just copays.

Speaker speaker_2: The hospital too?

Speaker speaker_1: Correct.

Speaker speaker_2: Uh-huh. I thought she told me through Surge it was through the company. I, I don't know. I don't understand. I guess I can ask her again. I thought that's what she told me. I don't know.

Speaker speaker_1: Um, yeah, I mean, I could try pulling your file for you. Um, what's the last four of your social?

Speaker speaker_2: Well, I haven't got it through there yet. I don't get... I haven't, you know... I was trying to find out about the insurance before I actually done anything with it, you know?

Speaker speaker_1: Okay, um, so I can provide...

Speaker speaker_2: So I can-

Speaker speaker_1: Yeah. I can provide you with a number to the insurance carrier, uh, it's actually sales reps, to answer those kind of questions that you have before getting enrolled, um, if that would help.

Speaker speaker_2: Mm. I don't know. I don't know. Uh, 'cause you said that that was through Surge, but I asked, when I asked her, you know, if this is insurance through them or what, you know, 'cause I was just trying to figure it out, and she said it was through the company that you go to work for. I, I'll have to ask her, I guess.

Speaker speaker_1: Yeah. The... Now we are clients with Surge Staffing, which is a staffing agency, so I do know that-

Speaker speaker_2: Right.

Speaker speaker_1: ... as long as you're working through staff- or Surge Staffing, you are, would be eligible for these benefits through us at Benefits in a Card, 'cause we're their plan administrators.

Speaker speaker_2: Right. So, when you get hired in at the o- at the place that they're f- uh, you know, permanent from the other, then this insurance will be... then it would go t- to the plant, right? Or whatever-

Speaker speaker_1: Correct.

Speaker speaker_2: ... place it is.

Speaker speaker_1: Yeah. Yes. So this insurance... So us at Benefits in a Card, we're for Surge. So say if you get hired on directly through Surge Staffing through a different company with, like, a full-time position, you would go to their insurance that's offered through them.

Speaker speaker_2: Oh, okay. Okay. All right. All right. All right. Well, I appreciate it.

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

Speaker speaker_2: Thank you. You too. All right. Bye-bye.

Speaker speaker_1: Bye-bye.