

## **Transcript: Justin**

**Mills-6752611751215104-5232139238686720**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey there, Justin. Uh, my name is Sandra Wynn. Um, I work for the company called Surge Staffing. Okay. Yes, sir. Uh, I didn't realize it, I've been working there about a month, and, uh, uh, they just told me, um, I, I guess I didn't realize that they had me covered under insurance in my plant, I mean, uh, working for them. Uh, can you h- h- help me at all to see what, what I need to do or what I, if I, I'm already covered in what I have? Uh, yeah. We're gonna need to- And can you, can you explain the insurance to me? Yeah. So Surge Staffing, what's the last four of your social? 5580. And for security purposes, could you verify your home address, including city, state and zip code, Ms. Wynn? Uh, 207 Hines Road, Lot 34, Hogansville, Georgia, 30230. I have a PO box. It may be under that. All right. Hines Road. And confirm your date of birth. 6/11/55. And a good telephone number, have a 770-940-6605. Yes, sir. And the email, have a sandwynn100@yahoo. Yes, sir. Okay. Um, so looking at the file, it looks like you have a pending enrollment for the MEC-TeleRx, which covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, stuff like that. I do know that Surge auto-enrolls their new hires into that medical plan, usually 30 days after their first paycheck. Oh. Okay. Well, I've, I've just have been there 30 days. Okay. Um, so did you wanna keep the auto enrollment or did you want to cancel the auto enrollment? Well, what do I ha- what do I have under that? Um, so the MEC-TeleRx, like I said, just covers preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Yeah. I've got Social Security. Would it pay any additional, like, uh... I, I go to an eye doctor in Columbus, and they do some testing and stuff on me, you know, some treatments. Uh, would it cover that? Um, unfortunately, it only covers preventative services, so anything preventative, like, you're preventing something from happening would only be covered. Okay. What I've got, uh, with them, with, um, uh, I have a supplemental, uh, Social Security, if necessary. And, um, it pays pretty good. It pays mor- like 80 and somet- major, you know. Um, so this is just, like, if I wanna get my, uh, insulin, things like that, they'll pay that? Um, or just, uh, like a yearly exam, stuff like that. Okay. Nothing more frequent, like visits, it won't pay on visits? Correct. Uh, as long as it's preventative services, um, it would be covered. Oh. Well, I never get a bill for that, honestly. I, I, I don't. Um, but what, um... It shows here on my pay stub that they're taking out \$7 a week. Uh, so I would reach out to Surge regarding that, 'cause the deduction was \$16.80, and which you haven't become active in it, so they haven't made that deduction just yet. I gotcha. Um, well certain sum- they took something out of my pay, uh, pay yes- last week for \$7 and something. I'm not sure and, uh, what that was, uh, it, it looked like it was under, uh, that's how I realized it. It, it said something about medical. Yeah, so it's probably Medicare or Medicaid, stuff, some probably government taxes, stuff like that. But like I said, I would just reach out to Surge

regarding that \$7 deduction. Okay. Okay. Um, but did you want me to email- So, well that's the... Well, yeah. What I do, what I, what I have now is probably all I n- uh, will get, 'cause yours sounds like it's good, especially for people that are diabetic and they don't have any kinda insurance. That's great. Um- Mm-hmm. What's the name of the insurance company, hon? Uh, 90 Degree Benefits. 90 Degree. Hmm. I've never heard of that. I didn't even know that you got insurance working for a camp . Um... So my question- Um, yeah. Did you want me to, do you wanna keep the pending enrollment or did you wanted me to go ahead and cancel it for you? Well, that's pretty much all it pay- I mean, that's not bad. But I do have that under my Medicare, so my supplemental is A&M; Blue Cross. So, uh, it wouldn't pick up the difference and pay anything probably? No, ma'am. Okay. So, screenings, like you said, preventative? Yes, ma'am. Preventative services, yes. Um... Let me check if somebody at work that's got it maybe, and I don't, I don't think I would use... I don't think I would need... Uh, I don't think it would benefit me, really. Uh, they can apply it, but I don't think it would pay on anything. Um... I'll think on it and call you tomorrow. Okay. Well, is there anything else I could help you with today, Sandra? That's it, John. Thank you. You're welcome. You have a great day, okay? Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker\_1: Hey there, Justin. Uh, my name is Sandra Wynn. Um, I work for the company called Surge Staffing.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yes, sir. Uh, I didn't realize it, I've been working there about a month, and, uh, uh, they just told me, um, I, I guess I didn't realize that they had me covered under insurance in my plant, I mean, uh, working for them. Uh, can you h- h- help me at all to see what, what I need to do or what I, if I, I'm already covered in what I have?

Speaker speaker\_0: Uh, yeah. We're gonna need to-

Speaker speaker\_1: And can you, can you explain the insurance to me?

Speaker speaker\_0: Yeah. So Surge Staffing, what's the last four of your social?

Speaker speaker\_1: 5580.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Ms. Wynn?

Speaker speaker\_1: Uh, 207 Hines Road, Lot 34, Hogansville, Georgia, 30230. I have a PO box. It may be under that.

Speaker speaker\_0: All right. Hines Road. And confirm your date of birth.

Speaker speaker\_1: 6/11/55.

Speaker speaker\_0: And a good telephone number, have a 770-940-6605.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email, have a sandwynn100@yahoo.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Um, so looking at the file, it looks like you have a pending enrollment for the MEC-TeleRx, which covers all of your preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, stuff like that. I do know that Surge auto-enrolls their new hires into that medical plan, usually 30 days after their first paycheck.

Speaker speaker\_1: Oh. Okay. Well, I've, I've just have been there 30 days.

Speaker speaker\_0: Okay. Um, so did you wanna keep the auto enrollment or did you want to cancel the auto enrollment?

Speaker speaker\_1: Well, what do I ha- what do I have under that?

Speaker speaker\_0: Um, so the MEC-TeleRx, like I said, just covers preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker\_1: Yeah. I've got Social Security. Would it pay any additional, like, uh... I, I go to an eye doctor in Columbus, and they do some testing and stuff on me, you know, some treatments. Uh, would it cover that?

Speaker speaker\_0: Um, unfortunately, it only covers preventative services, so anything preventative, like, you're preventing something from happening would only be covered.

Speaker speaker\_1: Okay. What I've got, uh, with them, with, um, uh, I have a supplemental, uh, Social Security, if necessary. And, um, it pays pretty good. It pays mor- like 80 and somet-major, you know. Um, so this is just, like, if I wanna get my, uh, insulin, things like that, they'll pay that?

Speaker speaker\_0: Um, or just, uh, like a yearly exam, stuff like that.

Speaker speaker\_1: Okay. Nothing more frequent, like visits, it won't pay on visits?

Speaker speaker\_0: Correct. Uh, as long as it's preventative services, um, it would be covered.

Speaker speaker\_1: Oh. Well, I never get a bill for that, honestly. I, I, I don't. Um, but what, um... It shows here on my pay stub that they're taking out \$7 a week.

Speaker speaker\_0: Uh, so I would reach out to Surge regarding that, 'cause the deduction was \$16.80, and which you haven't become active in it, so they haven't made that deduction just yet.

Speaker speaker\_1: I gotcha. Um, well certain sum- they took something out of my pay, uh, pay yes- last week for \$7 and something. I'm not sure and, uh, what that was, uh, it, it looked like it was under, uh, that's how I realized it. It, it said something about medical.

Speaker speaker\_0: Yeah, so it's probably Medicare or Medicaid, stuff, some probably government taxes, stuff like that. But like I said, I would just reach out to Surge regarding that \$7 deduction.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Um, but did you want me to email-

Speaker speaker\_1: So, well that's the... Well, yeah. What I do, what I, what I have now is probably all I n- uh, will get, 'cause yours sounds like it's good, especially for people that are diabetic and they don't have any kinda insurance. That's great. Um-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: What's the name of the insurance company, hon?

Speaker speaker\_0: Uh, 90 Degree Benefits.

Speaker speaker\_1: 90 Degree. Hmm. I've never heard of that. I didn't even know that you got insurance working for a camp . Um... So my question-

Speaker speaker\_0: Um, yeah. Did you want me to, do you wanna keep the pending enrollment or did you wanted me to go ahead and cancel it for you?

Speaker speaker\_1: Well, that's pretty much all it pay- I mean, that's not bad. But I do have that under my Medicare, so my supplemental is A&M; Blue Cross. So, uh, it wouldn't pick up the difference and pay anything probably?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Okay. So, screenings, like you said, preventative?

Speaker speaker\_0: Yes, ma'am. Preventative services, yes.

Speaker speaker\_1: Um... Let me check if somebody at work that's got it maybe, and I don't, I don't think I would use... I don't think I would need... Uh, I don't think it would benefit me, really. Uh, they can apply it, but I don't think it would pay on anything. Um... I'll think on it and call you tomorrow.

Speaker speaker\_0: Okay. Well, is there anything else I could help you with today, Sandra?

Speaker speaker\_1: That's it, John. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Bye-bye. Bye.