

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, Malcolm. Good morning, sir. How are you? I'm doing good. How about you? I'm doing wonderful, Malcolm. Malcolm, my name is Brian Williams and I'm trying to see, uh, how the Search. ... search, um, and do we get a benefit package that's mailed to us. So if you could check- You're just, you're breaking up as you're talking. Okay. How about now? Can you hear me better? Um, sounds the same. Let me... Let's see. You say you work for Surge? Yes. What's the nine four on your social number? Uh, six nine six three. You said six nine six three? Yes, sir. First name? Hello? Yes, sir. What was your first name? Uh, Brian. Last name? Williams. All right. For security purposes, do you live by the address that is currently on record? Yes. It is, um, 285 Grandview Lane Powder Springs, Georgia 30-127. And your date of birth? Uh, 07/05/65. Okay. So we got your phone number, 804-998-3467? Yes, sir. And then your email is brianwilliams0765@gmail.com? Yes, sir. Yeah. All right. So it doesn't look like you got enrolled in any coverage yet. Would you just let me get information about it? Well, um, 'cause I enrolled, um, they went to the b- I went to the benefits stage of enrolling when, um, I set up my profile, you know? Uh, it, it took me to the benefit, uh, process. And I called, um, I guess, um, it was, I guess, two weeks after I had started an assignment and I was informed that after my first, uh, pay period that my benefits would go, would go into effect. So I was already... 'Cause when I talked with h- the other lady, I was already, um, I was already enrolled, so she said all I had to do was wait for the first in- um, um, pay installment and then my benefits would be, would be activated. So you're telling me I'm not enrolled. No, sir. They haven't auto- they hadn't auto-enrolled you into any- anything yet. Okay. Um, so how does that process work? So it's solely up to whatever Surge make that process happens or you can call in and get enrolled yourself, 'cause you do have 30 days from the date you receive your first paycheck to get enrolled. In our system, it shows your hire date was 4/11, so you have until 5/11 to get enrolled. Mm-hmm. Or you can wait for them to auto-enroll you. Okay. So, so, because I went through... Because... All right, so I, 'cause I went through all the benefit process when I filled out my profile and all that. So it's up to Surge to enroll me, then? No, it... So it's up to Surge to auto-enroll you into the MEC plan. Okay. You can pick, you can pick your own options, but if you want them to auto-enroll you, you just have to wait for them to auto-enroll you. Okay, because I picked... Uh, uh, because I did, I went through that process and picked my own options through the benefit process, 'cause it took me- Mm-hmm. ... through the benefit- Sure. It took me through the benefit process of what was available, so I did, uh, health, dental and vision. Okay, so it's not showing... It doesn't look like they started processing yet, so what I can do is I can get you enrolled online. So you say you had dental, vision and what else? Uh, dental, vision and health. So which medical plan did you select? Did you select the VIP Standard, the VIP Classic or the MEC Tele-RS? Um, it was... You

know what? Let me go to my profile, because my profile will show...Okay. So, it was the last one that you spoke. The MEC TeleRx? Yes. So, you just selected those three plans and that was it? So, I c- I selected the health plan, the dental plan and the vision plan. Right. And your total was \$23.12? Yeah, that was... Why can't... Hold on a second, I just lost it. My internet is not good where I am, hold on one second. That's fine. Hello? Why is, why is this not... Okay. Okay, it looks like I'm gonna... I can't give you the information that you're looking for because I cannot get into it. I know I set it up. So, um, there's no way that you can pull it up under My Social to see what all of the plans that I've chosen? Or do I need to go through Surge for them to... I can get you enrolled again, sir. Okay. Sorry, but I need you to- But I need to be, I need to- Go ahead. What I want, I needed to be able... So, with, with the... With... All right. Give me the three health plans again because I want to make sure I chose the correct one. Due to my, due to my, i- due to my situation, I want to make sure I'd chosen the right health plan. We have the VIP Standard, the VIP Classic and the MEC TeleRx. Okay. The VIP Classic, what does that consist of? That covers, like, doctors, hospitals and prescriptions. The VIP Classic also does the same thing. The MEC TeleRx covers, like, wellness checks, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services which is not included into the VIP plans. Okay. And so, the other one covers everything that the VIP plan does not cover, correct? So they both cover two things that, th-uh, so the VC plans covers doctors, hospitals and prescriptions. The MEC plan covers preventative care with prescriptions. So, the VIP isn't included in the M- in the MEC and the MEC isn't include VIP and you're allowed to have both of them, if you need both. Okay. Uh, so let me go with that plan then, please. So, which one did you want? Uh, the VIP. Did you want the Standard or the Classic? The Classic. All right. Did you want the MEC plan still too, or did you just want the VIP Classic? Okay. Because the, because the last, um, the, I guess the last one, I need to see it in front of me so I can unders-... So, the last one covers basically the same as the VIP Classic-But a- allows what? So the MEC plan covers something that the VIP doesn't cover, and the VIP covers stuff that the MEC doesn't cover. Okay. You're allowed to have both of them or one or the other. Oh, okay. Well, then, uh, let's go with both of those then. Okay. So you want the MEC TeleRx and the VIP Classic and the dental and the vision? Yes. All right. And that's it? Uh, and that includes... That goes along with the, uh, the dental and the vision plan, correct? Yes, sir. I mean, yes, sir, they're included in... There are... You got those as well. So with those four plans selected, your total is going to be \$42.65. Yes. All right. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. Your ID card should be sent one to two weeks from that activation date. Okay. And I do want to let you know, with your VIP Classic, if you wanted a physical card, you have to call and request it once your coverage becomes active. Otherwise, it's going to come via email. Oh, okay. See, this is what I was... This is what I was... This is what I thought the pro- how the process was, um, and... Because when I haven't seen my cards... Because like I said, I was already enrolled and she's... The young lady was saying that after, after the first initial pay period that the benefits would go into effect. And when I had not seen my cards or anything like that, that's why I was calling you guys. So in actuality, again, they have not been set up. They have not been effective yet. So now, there, once they take it out of this pay period, then it's going to go into effect, correct? So the way that... It takes one to two weeks for the enrollment process. And sometimes it even gets taken longer. It just

totally depends on the staffing company and when they make that deduction happen. So I wouldn't be able to tell you exactly when that deduction is gonna happen, but typically it does take one to two weeks. Okay. All right. Okay. Will I get... also get an email for, for all this process? No, sir. Let me do... Do you want... You can request one. Did you want one sent to you? If not, standard? Yes, sir, please. So that way I can follow up on this. Okay. I'll put in a request for that to be sent to you. Mr. Brian, was there anything else I could help you with today? No, sir. I thank you so much for all your time. I greatly appreciate it. No problem, Mr. Brian. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week. You do the same. Thank you. Thank you.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, Malcolm. Good morning, sir. How are you?

Speaker speaker\_0: I'm doing good. How about you?

Speaker speaker\_1: I'm doing wonderful, Malcolm. Malcolm, my name is Brian Williams and I'm trying to see, uh, how the

Speaker speaker\_2: Search.

Speaker speaker\_1: ... search, um, and do we get a benefit package that's mailed to us. So if you could check-

Speaker speaker\_0: You're just, you're breaking up as you're talking.

Speaker speaker\_1: Okay. How about now? Can you hear me better?

Speaker speaker\_0: Um, sounds the same. Let me... Let's see. You say you work for Surge?

Speaker speaker\_1: Yes.

Speaker speaker\_0: What's the nine four on your social number?

Speaker speaker\_1: Uh, six nine six three.

Speaker speaker\_0: You said six nine six three?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: First name? Hello?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: What was your first name?

Speaker speaker\_1: Uh, Brian.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Williams.

Speaker speaker\_0: All right. For security purposes, do you live by the address that is currently on record?

Speaker speaker\_1: Yes. It is, um, 285 Grandview Lane Powder Springs, Georgia 30-127.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Uh, 07/05/65.

Speaker speaker\_0: Okay. So we got your phone number, 804-998-3467?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And then your email is brianwilliams0765@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Yeah. All right. So it doesn't look like you got enrolled in any coverage yet. Would you just let me get information about it?

Speaker speaker\_1: Well, um, 'cause I enrolled, um, they went to the b- I went to the benefits stage of enrolling when, um, I set up my profile, you know? Uh, it, it took me to the benefit, uh, process. And I called, um, I guess, um, it was, I guess, two weeks after I had started an assignment and I was informed that after my first, uh, pay period that my benefits would go, would go into effect. So I was already... 'Cause when I talked with h- the other lady, I was already, um, I was already enrolled, so she said all I had to do was wait for the first in- um, um, pay installment and then my benefits would be, would be activated. So you're telling me I'm not enrolled.

Speaker speaker\_0: No, sir. They haven't auto- they hadn't auto-enrolled you into anything yet.

Speaker speaker\_1: Okay. Um, so how does that process work?

Speaker speaker\_0: So it's solely up to whatever Surge make that process happens or you can call in and get enrolled yourself, 'cause you do have 30 days from the date you receive your first paycheck to get enrolled. In our system, it shows your hire date was 4/11, so you have until 5/11 to get enrolled.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Or you can wait for them to auto-enroll you.

Speaker speaker\_1: Okay. So, so, because I went through... Because... All right, so I, 'cause I went through all the benefit process when I filled out my profile and all that. So it's up to Surge to enroll me, then?

Speaker speaker\_0: No, it... So it's up to Surge to auto-enroll you into the MEC plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You can pick, you can pick your own options, but if you want them to auto-enroll you, you just have to wait for them to auto-enroll you.

Speaker speaker\_1: Okay, because I picked... Uh, uh, because I did, I went through that process and picked my own options through the benefit process, 'cause it took me-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... through the benefit-

Speaker speaker\_0: Sure.

Speaker speaker\_1: It took me through the benefit process of what was available, so I did, uh, health, dental and vision.

Speaker speaker\_0: Okay, so it's not showing... It doesn't look like they started processing yet, so what I can do is I can get you enrolled online. So you say you had dental, vision and what else?

Speaker speaker\_1: Uh, dental, vision and health.

Speaker speaker\_0: So which medical plan did you select? Did you select the VIP Standard, the VIP Classic or the MEC Tele-RS?

Speaker speaker\_1: Um, it was... You know what? Let me go to my profile, because my profile will show...Okay. So, it was the last one that you spoke.

Speaker speaker\_0: The MEC TeleRx?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So, you just selected those three plans and that was it?

Speaker speaker\_1: So, I c- I selected the health plan, the dental plan and the vision plan.

Speaker speaker\_0: Right. And your total was \$23.12?

Speaker speaker\_1: Yeah, that was... Why can't... Hold on a second, I just lost it. My internet is not good where I am, hold on one second.

Speaker speaker\_0: That's fine. Hello?

Speaker speaker\_1: Why is, why is this not... Okay. Okay, it looks like I'm gonna... I can't give you the information that you're looking for because I cannot get into it. I know I set it up. So, um, there's no way that you can pull it up under My Social to see what all of the plans that I've chosen? Or do I need to go through Surge for them to...

Speaker speaker\_0: I can get you enrolled again, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Sorry, but I need you to-

Speaker speaker\_1: But I need to be, I need to-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: What I want, I needed to be able... So, with, with the... With... All right. Give me the three health plans again because I want to make sure I chose the correct one. Due to my, due to my, i- due to my situation, I want to make sure I'd chosen the right health plan.

Speaker speaker\_0: We have the VIP Standard, the VIP Classic and the MEC TeleRx.

Speaker speaker\_1: Okay. The VIP Classic, what does that consist of?

Speaker speaker\_0: That covers, like, doctors, hospitals and prescriptions. The VIP Classic also does the same thing. The MEC TeleRx covers, like, wellness checks, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services which is not included into the VIP plans.

Speaker speaker\_1: Okay. And so, the other one covers everything that the VIP plan does not cover, correct?

Speaker speaker\_0: So they both cover two things that, th- uh, so the VC plans covers doctors, hospitals and prescriptions. The MEC plan covers preventative care with prescriptions. So, the VIP isn't included in the M- in the MEC and the MEC isn't include VIP and you're allowed to have both of them, if you need both.

Speaker speaker\_1: Okay. Uh, so let me go with that plan then, please.

Speaker speaker\_0: So, which one did you want?

Speaker speaker\_1: Uh, the VIP.

Speaker speaker\_0: Did you want the Standard or the Classic?

Speaker speaker\_1: The Classic.

Speaker speaker\_0: All right. Did you want the MEC plan still too, or did you just want the VIP Classic?

Speaker speaker\_1: Okay. Because the, because the last, um, the, I guess the last one, I need to see it in front of me so I can unders-... So, the last one covers basically the same as the VIP Classic-But a- allows what?

Speaker speaker\_0: So the MEC plan covers something that the VIP doesn't cover, and the VIP covers stuff that the MEC doesn't cover.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You're allowed to have both of them or one or the other.

Speaker speaker\_1: Oh, okay. Well, then, uh, let's go with both of those then.

Speaker speaker\_0: Okay. So you want the MEC TeleRx and the VIP Classic and the dental and the vision?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. And that's it?

Speaker speaker\_1: Uh, and that includes... That goes along with the, uh, the dental and the vision plan, correct?

Speaker speaker\_0: Yes, sir. I mean, yes, sir, they're included in... There are... You got those as well. So with those four plans selected, your total is going to be \$42.65.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. Your ID card should be sent one to two weeks from that activation date.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And I do want to let you know, with your VIP Classic, if you wanted a physical card, you have to call and request it once your coverage becomes active. Otherwise, it's going to come via email.

Speaker speaker\_1: Oh, okay. See, this is what I was... This is what I was... This is what I thought the pro- how the process was, um, and... Because when I haven't seen my cards... Because like I said, I was already enrolled and she's... The young lady was saying that after, after the first initial pay period that the benefits would go into effect. And when I had not seen my cards or anything like that, that's why I was calling you guys. So in actuality, again, they have not been set up. They have not been effective yet. So now, there, once they take it out of this pay period, then it's going to go into effect, correct?

Speaker speaker\_0: So the way that... It takes one to two weeks for the enrollment process. And sometimes it even gets taken longer. It just totally depends on the staffing company and when they make that deduction happen. So I wouldn't be able to tell you exactly when that deduction is gonna happen, but typically it does take one to two weeks.

Speaker speaker\_1: Okay. All right. Okay. Will I get... also get an email for, for all this process?

Speaker speaker\_0: No, sir. Let me do... Do you want... You can request one. Did you want one sent to you? If not, standard?

Speaker speaker\_1: Yes, sir, please. So that way I can follow up on this.

Speaker speaker\_0: Okay. I'll put in a request for that to be sent to you. Mr. Brian, was there anything else I could help you with today?

Speaker speaker\_1: No, sir. I thank you so much for all your time. I greatly appreciate it.

Speaker speaker\_0: No problem, Mr. Brian. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker\_1: You do the same. Thank you.

Speaker speaker\_0: Thank you.