

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the ... Hello. ... car. This is Malcolm. How can I help you? Yes, I am calling for my son. Um, he was employed... well, he is. He goes through Surge, a temp- Mm-hmm. ... service here in Greenville. Yes, ma'am. And he called the, um, well he spoke to Surge and they gave him this number to call about getting insurance. 'Cause she said he opted out. Mm-hmm. So she gave me this number to call, I guess, to see if he can reapply or re- however, you know, so he can get insurance. So is your son with you right now, ma'am? He is not. He's at work and unfortunately he can't... he works at a supplier. He can't get off in time to call. So, so we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Unfortunately, for security purposes, I wouldn't be able to decline it or get him enrolled because he has to do it himself. Okay. Unless he gave a verbal- Okay. ... uh, gave us verbal permission to let you speak on his behalf. Okay, so let me ask you this. What ty- what insurance type of insurance do y'all have? So the Surge- What insurance are- So the Surge offers medical, dental, short term disability, vision. They offer multiple different plans for their employees. So what... I don't understand, what's the insurance? Is it Blue Cross? Is it UnitedHealthcare? Is it E&J? Oh, so none of these plans are PPO plans. They're all limited benefits plans. Limited benefits? Yes, ma'am. What's, what's the name of the plan so we can look online at the plan? So these, these aren't plans that you would be able to look at. Um, you'd have to go to the Surge website and you'd have to go through Surge to look at those plans. I could send you, I can give you the website to go to- Okay. ... if you want to look at the benefits guide. Yeah, so he can look at it. Sure. All right. Whenever you're ready, I can give you that website. Okay, I'm ready. It's www.m as in Mike, Y as in Yankee, B as in boy, I as in igloo, A as in apple, C as in Charlie.com/surgestaffing. .../surgestaffing. Yes, ma'am. And then when you go to that website, you want to hit Download Document and you want to hit Benefits Guide for Active Employees. All right, thank you. No problem. Was there anything else I can help you with today, ma'am? That'll be all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great weekend. You as well.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the ...

Speaker speaker_2: Hello.

Speaker speaker_1: ... car. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, I am calling for my son. Um, he was employed... well, he is. He goes through Surge, a temp-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... service here in Greenville.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And he called the, um, well he spoke to Surge and they gave him this number to call about getting insurance. 'Cause she said he opted out.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So she gave me this number to call, I guess, to see if he can reapply or re- however, you know, so he can get insurance.

Speaker speaker_1: So is your son with you right now, ma'am?

Speaker speaker_2: He is not. He's at work and unfortunately he can't... he works at a supplier. He can't get off in time to call.

Speaker speaker_1: So, so we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Unfortunately, for security purposes, I wouldn't be able to decline it or get him enrolled because he has to do it himself.

Speaker speaker_2: Okay.

Speaker speaker_1: Unless he gave a verbal-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, gave us verbal permission to let you speak on his behalf.

Speaker speaker_2: Okay, so let me ask you this. What ty- what ins- what type of insurance do y'all have?

Speaker speaker_1: So the Surge-

Speaker speaker_2: What insurance are-

Speaker speaker_1: So the Surge offers medical, dental, short term disability, vision. They offer multiple different plans for their employees.

Speaker speaker_2: So what... I don't understand, what's the insurance? Is it Blue Cross? Is it UnitedHealthcare? Is it E&J?

Speaker speaker_1: Oh, so none of these plans are PPO plans. They're all limited benefits plans.

Speaker speaker_2: Limited benefits?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: What's, what's the name of the plan so we can look online at the plan?

Speaker speaker_1: So these, these aren't plans that you would be able to look at. Um, you'd have to go to the Surge website and you'd have to go through Surge to look at those plans. I could send you, I can give you the website to go to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if you want to look at the benefits guide.

Speaker speaker_2: Yeah, so he can look at it. Sure.

Speaker speaker_1: All right. Whenever you're ready, I can give you that website.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: It's www.m as in Mike, Y as in Yankee, B as in boy, I as in igloo, A as in apple, C as in Charlie.com/surgestaffing.

Speaker speaker_2: .../surgestaffing.

Speaker speaker_1: Yes, ma'am. And then when you go to that website, you want to hit Download Document and you want to hit Benefits Guide for Active Employees.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today, ma'am?

Speaker speaker_2: That'll be all. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker_2: You as well.