

Transcript: Pamela

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Full Transcript

You are calling Benefits and Accords. This is Pamela speaking. How may I help you? Hi, Pamela. This is Jake speaking. Um, I was placed at a job through Surge Workforce, um, and I need to get my health insurance set up. Right. And what's the last four digits of your social? Okay. The last four digits are 8290. And what is your name, sir? Jake, or it might be on the system as Jacobus. Okay. And the last name? Blankenburg. Blankenburg, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Okay. Address is 5544 Steuberville Drive, Northwest Canton, Ohio 44718. And my date of birth is May 10th, 1985. Thank you for the information. We have a telephone number on file, 320-224-9416. And your email is 5D235@Hotmail.com? Yes, that's correct. All right. And what would you like to enroll? Um, so yeah, I need to enroll in health insurance, uh, for me and my wife. Which plan? Uh, I have the document open that was sent to me a couple of days ago, the Stay Healthy MEC Tele-Rx. Anything else besides the, the MEC? Um, well, first of all, how much is that going to cost me? \$21- For me and my wife. ... and some cents for you and your wife, weekly. Okay. Weekly, okay. And then, um, with that, I would also like the vision. For both of you? Um, no, just for my wife. So it, it, it could be for you by, by yourself or for you and your spouse. It... We cannot- Okay. ... enroll for five of them. Okay, tha- okay. Yeah, me and her, me and my spouse. All right. And then also the 24-hour group accident. Okay. Uh, let me just check with my wife, but that was all, right? Mm-hmm. Okay. Yes. So what, what would that be? Weekly? Oh, wait a minute, wait a minute, the virtual primary care. We need that too. Okay. So we have the virtual primary care, the vision, the accident, and the stay healthy. The total for you and your spouse is \$35.92 per paycheck. Okay. Yeah. That's good. The benefits going to start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system. Will be mailed out to you within seven to ten business days to the address we have on file. Okay. Okay? Um, yeah. Is there anything else I could do for you? Um, so, so this is through Surge. Um, they also said that after, after my time with them is up and I go on to the employer where they placed me, that I could still use the Benefits and Accord. Um, how do I- You will be able to use it for four weeks. And so you... And, and after four weeks, it will roll over into Cobra. You could enroll with them, or if the company that you're going to be placed on have their own insurance, you could do it with them. Okay, I just wanted to... I just need to make sure. Um, I think I may have just had my last... No, wait. I think I just had my last paycheck from Surge. So is there... And I don't know if the new... if the employer is gonna... If the premium will come out of my em- what the employer is giving me. Do you understand my problem? Okay, so you... When is your last day with, with Surge? I think the last day with Surge was on Monday. Well, if it was a Monday, I'm not sure if this is going to go through, because you have to be actually, actually working for them in order to get the benefits. Yeah,

they said I could get it for another 30 days before the employer's one kicks in. No, because- So you don't... ... this was this... It takes about two weeks, two to three weeks to kick in. And you're not gonna be- Oh. ... working directly with Surge. Yeah. Um- So, might as well the company's gonna provide for you. Because I'm gonna enroll you today. Yes. And if you're not, if you're not gonna work next week or the week after with Surge, we're not gonna be able to charge you for that, um..... the insurance. And you, so in order for that to happen, you have to be working with- I understand. ... SEARCH actively. Okay. Yeah, they told me that I could keep it going for another month. If you would have been enrolled, if you had enrolled when you first- Hmm? ... got the job with SEARCH- Yeah. ... then yes. But now it's too late. Yeah, they told me I was enrolled. They told me, I asked them, they told me that the moment I walked out that door, I was enrolled, and I was, and then I only found out, uh, on Tuesday, I only found out that I'm not enrolled when I called to try and fix things up. You said are enrolled 30 days after you received your first paycheck. And, um, you have a pending outer enrollment. I do? To start, but it's, it's not going to start until we receive the payment. So by the time we receive this payment, you're not gonna be working for SEARCH. Yeah. I mean, you're not working anyways if on Monday was the last day. Yes, I, I think Monday was. So can we try it and see if maybe, uh, it kicks in? Because I think maybe I'll get one more paycheck from them? I'm not sure. It's not going to happen, sir, because you're not actively working for SEARCH. Oh, okay. So when we send this information, it's not gonna go out today to them. Yeah. Okay. They're probably going to receive it next week. So next week when they receive it, you're go- they're gonna process it and you're not, you're no longer working for them, so it's not gonna go through. Yeah. Okay, okay. I, I guess we'll just not enroll then. Yeah, it, it, it should have happened, like as soon as you got the job, that's when you should have, um, tried to enroll. Yeah, yeah. I mean, they, they told me I was already enrolled. Uh, they told me wrong, I guess. Um... I guess so. Okay. No problem. Thank you. Okay. Thank you very much. No, there's nothing else. Thank you for using Outsource. Thank you. Well, have a good rest of the day. Bye.

Conversation Format

Speaker speaker_0: You are calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela. This is Jake speaking. Um, I was placed at a job through Surge Workforce, um, and I need to get my health insurance set up.

Speaker speaker_0: Right. And what's the last four digits of your social?

Speaker speaker_1: Okay. The last four digits are 8290.

Speaker speaker_0: And what is your name, sir?

Speaker speaker_1: Jake, or it might be on the system as Jacobus.

Speaker speaker_0: Okay. And the last name?

Speaker speaker_1: Blankenburg.

Speaker speaker_0: Blankenburg, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Okay. Address is 5544 Steuberville Drive, Northwest Canton, Ohio 44718. And my date of birth is May 10th, 1985.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 320-224-9416. And your email is 5D235@Hotmail.com?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: All right. And what would you like to enroll?

Speaker speaker_1: Um, so yeah, I need to enroll in health insurance, uh, for me and my wife.

Speaker speaker_0: Which plan?

Speaker speaker_1: Uh, I have the document open that was sent to me a couple of days ago, the Stay Healthy MEC Tele-Rx.

Speaker speaker_0: Anything else besides the, the MEC?

Speaker speaker_1: Um, well, first of all, how much is that going to cost me?

Speaker speaker_0: \$21-

Speaker speaker_1: For me and my wife.

Speaker speaker_0: ... and some cents for you and your wife, weekly.

Speaker speaker_1: Okay. Weekly, okay. And then, um, with that, I would also like the vision.

Speaker speaker_0: For both of you?

Speaker speaker_1: Um, no, just for my wife.

Speaker speaker_0: So it, it, it could be for you by, by yourself or for you and your spouse. It... We cannot-

Speaker speaker_1: Okay.

Speaker speaker_0: ... enroll for five of them.

Speaker speaker_1: Okay, tha- okay. Yeah, me and her, me and my spouse.

Speaker speaker_0: All right.

Speaker speaker_1: And then also the 24-hour group accident.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, let me just check with my wife, but that was all, right?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Yes. So what, what would that be? Weekly? Oh, wait a minute, wait a minute, the virtual primary care. We need that too.

Speaker speaker_0: Okay. So we have the virtual primary care, the vision, the accident, and the stay healthy. The total for you and your spouse is \$35.92 per paycheck.

Speaker speaker_1: Okay. Yeah. That's good.

Speaker speaker_0: The benefits going to start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system. Will be mailed out to you within seven to ten business days to the address we have on file.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Um, yeah.

Speaker speaker_0: Is there anything else I could do for you?

Speaker speaker_1: Um, so, so this is through Surge. Um, they also said that after, after my time with them is up and I go on to the employer where they placed me, that I could still use the Benefits and Accord. Um, how do I-

Speaker speaker_0: You will be able to use it for four weeks. And so you... And, and after four weeks, it will roll over into Cobra. You could enroll with them, or if the company that you're going to be placed on have their own insurance, you could do it with them.

Speaker speaker_1: Okay, I just wanted to... I just need to make sure. Um, I think I may have just had my last... No, wait. I think I just had my last paycheck from Surge. So is there... And I don't know if the new... if the employer is gonna... If the premium will come out of my em- what the employer is giving me. Do you understand my problem?

Speaker speaker_0: Okay, so you... When is your last day with, with Surge?

Speaker speaker_1: I think the last day with Surge was on Monday.

Speaker speaker_0: Well, if it was a Monday, I'm not sure if this is going to go through, because you have to be actually, actually working for them in order to get the benefits.

Speaker speaker_1: Yeah, they said I could get it for another 30 days before the employer's one kicks in.

Speaker speaker_0: No, because-

Speaker speaker_1: So you don't...

Speaker speaker_0: ... this was this... It takes about two weeks, two to three weeks to kick in. And you're not gonna be-

Speaker speaker_1: Oh.

Speaker speaker_0: ... working directly with Surge.

Speaker speaker_1: Yeah. Um-

Speaker speaker_0: So, might as well the company's gonna provide for you. Because I'm gonna enroll you today.

Speaker speaker_1: Yes.

Speaker speaker_0: And if you're not, if you're not gonna work next week or the week after with Surge, we're not gonna be able to charge you for that, um..... the insurance. And you, so in order for that to happen, you have to be working with-

Speaker speaker_1: I understand.

Speaker speaker_0: ... SEARCH actively.

Speaker speaker_1: Okay. Yeah, they told me that I could keep it going for another month.

Speaker speaker_0: If you would have been enrolled, if you had enrolled when you first-

Speaker speaker_1: Hmm?

Speaker speaker_0: ... got the job with SEARCH-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... then yes. But now it's too late.

Speaker speaker_1: Yeah, they told me I was enrolled. They told me, I asked them, they told me that the moment I walked out that door, I was enrolled, and I was, and then I only found out, uh, on Tuesday, I only found out that I'm not enrolled when I called to try and fix things up.

Speaker speaker_0: You said are enrolled 30 days after you received your first paycheck. And, um, you have a pending outer enrollment.

Speaker speaker_1: I do?

Speaker speaker_0: To start, but it's, it's not going to start until we receive the payment. So by the time we receive this payment, you're not gonna be working for SEARCH.

Speaker speaker_1: Yeah.

Speaker speaker_0: I mean, you're not working anyways if on Monday was the last day.

Speaker speaker_1: Yes, I, I think Monday was. So can we try it and see if maybe, uh, it kicks in? Because I think maybe I'll get one more paycheck from them? I'm not sure.

Speaker speaker_0: It's not going to happen, sir, because you're not actively working for SEARCH.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So when we send this information, it's not gonna go out today to them.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: They're probably going to receive it next week. So next week when they receive it, you're go- they're gonna process it and you're not, you're no longer working for them, so it's not gonna go through.

Speaker speaker_1: Yeah. Okay, okay. I, I guess we'll just not enroll then.

Speaker speaker_0: Yeah, it, it, it should have happened, like as soon as you got the job, that's when you should have, um, tr- tried to enroll.

Speaker speaker_1: Yeah, yeah. I mean, they, they told me I was already enrolled. Uh, they told me wrong, I guess. Um...

Speaker speaker_0: I guess so.

Speaker speaker_1: Okay.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: Okay. Thank you very much. No, there's nothing else.

Speaker speaker_0: Thank you for using Outsource.

Speaker speaker_1: Thank you.

Speaker speaker_0: Well, have a good rest of the day.

Speaker speaker_1: Bye.