

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi, my name's Jessica Mabel. I started with Surge Staffing on Monday, and I was wondering if you could give me any information about my insurance that I'll need to have. Who is anybody working for? Surge Staffing. Um, the company that I'm working for is Green Metal. Okay. And when was it that you started? Yesterday. Okay. So Surge will auto enroll you in a preventive care plan if you don't decline it. The way that plan works is that you are responsible to pay for the doctor's visit, and the insurance gonna cover 100% your, your preventive care. And... Um, I was just wondering, I elected to receive benefits. So, well, they told me that I had, um, insurance the first day. Could you, um- No. ... just give me another call? That's wrong. Hmm? No, that's not how it works. They will auto enroll you, uh, uh, right after you receive your first paycheck. The ID cards does take seven to 10 days to arrive after benefits become effective. The benefits, um, become active after we receive the first premium from them. But you don't get, you don't get the benefits, uh, the next day you start working. Oh, okay. Thank you. That, that was my question. So, um- No problem. ... when I receive, uh, said benefit, will you all send me a card? Yes. You will receive it in the mail. But if- Okay. ... after you receive the check... I'm sorry. After you see the first deduction on your payroll, you could give us a call the following Monday just to make sure your benefits are active and, or I will say that Wednesday or Thursday. So that way, um, the bene- uh, we usually have the ID card available, and we'll go email, um, email you one while you wait for your physical one. Okay. Thank you very much. I appreciate your help. Have a good day. Thank you. Sure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, my name's Jessica Mabel. I started with Surge Staffing on Monday, and I was wondering if you could give me any information about my insurance that I'll need to have.

Speaker speaker_0: Who is anybody working for?

Speaker speaker_1: Surge Staffing. Um, the company that I'm working for is Green Metal.

Speaker speaker_0: Okay. And when was it that you started?

Speaker speaker_1: Yesterday.

Speaker speaker_0: Okay. So Surge will auto enroll you in a preventive care plan if you don't decline it. The way that plan works is that you are responsible to pay for the doctor's visit, and the insurance gonna cover 100% your, your preventive care. And...

Speaker speaker_1: Um, I was just wondering, I elected to receive benefits. So, well, they told me that I had, um, insurance the first day. Could you, um-

Speaker speaker_0: No.

Speaker speaker_1: ... just give me another call?

Speaker speaker_0: That's wrong.

Speaker speaker_1: Hmm?

Speaker speaker_0: No, that's not how it works. They will auto enroll you, uh, uh, right after you receive your first paycheck. The ID cards does take seven to 10 days to arrive after benefits become effective. The benefits, um, become active after we receive the first premium from them. But you don't get, you don't get the benefits, uh, the next day you start working.

Speaker speaker_1: Oh, okay. Thank you. That, that was my question. So, um-

Speaker speaker_0: No problem.

Speaker speaker_1: ... when I receive, uh, said benefit, will you all send me a card?

Speaker speaker_0: Yes. You will receive it in the mail. But if-

Speaker speaker_1: Okay.

Speaker speaker_0: ... after you receive the check... I'm sorry. After you see the first deduction on your payroll, you could give us a call the following Monday just to make sure your benefits are active and, or I will say that Wednesday or Thursday. So that way, um, the bene- uh, we usually have the ID card available, and we'll go email, um, email you one while you wait for your physical one.

Speaker speaker_1: Okay. Thank you very much. I appreciate your help. Have a good day.

Speaker speaker_0: Thank you. Sure.