

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits of ... Hello. This is Pamela speaking. How may I help you? Uh, yes, I just got a text from you guys talking about I'm enrolling something with Surge? Mm-hmm. Yep. So Surge has, um, auto-enrolled their, uh, employees if you don't opt out. It's a, um, medical plan. Okay. Are you interested in enrolling or are you currently working for them? Yes, I work for Surge. Would you like to keep the benefits or you want to decline? No. I would like to get benefits. Insur- you talking about insurance? Yes, sir. Yes. I would love to get insurance. Okay. So they have different medical plans. The one that they auto-enroll you is just a preventive care plan. It's called Stay Healthy. The way the plan work, you are responsible to pay for the doctor's visit and the insurance gonna cover 100% the procedures, and you have to use a participating provider in order for the benefits to be covered. Also- Okay. What about dental? What about dental? Do they cover dental? You have to... That doesn't go with the auto-enrollment. You have to shoot for it, um... Oh, I have to sh- choose a dentist. Okay. Okay. Yeah. So how do I get the paperwork? How do I get the paperwork on this? I... Do I gotta go online? All right. If you have an email, I could send you a complete benefit guide with all the plans that they offer. Um... Yes, yes. My email is... Yes. Uh, my email address is my last name, Haralson, H-A-R-A-L-S-O-N, first name Wilfred, W-I-L-F-R-E-D, 57 at Gmail. Okay. So I'm gonna go ahead and email you the benefit guide. Remember, you have 30 days from your first paycheck... I'm sorry. From the day you started working to- Okay. ... enroll in the benefits. Um, we're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Um, and you can also do it online if you would like to. Yeah, I'll probably do it online, uh, uh, just go in and pick a dentist and all that online. No problem, sir. Um, check your spam and junk mail for the email, and... Hang on one second. All right. Next. All right. So check your- ... spam and junk mail. It might go there. Okay. Um, like I said, we're here from 8:00 AM to 8:00 PM Eastern Time if you have any questions or if you need- All right. ... help with the enrollment. Okay. Thank you. I will give you a call. No problem, sir. Thank you for giving us a call. Have a great rest of the day. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits of ...

Speaker speaker_1: Hello. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, I just got a text from you guys talking about I'm enrolling something with Surge?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yep.

Speaker speaker_1: So Surge has, um, auto-enrolled their, uh, employees if you don't opt out. It's a, um, medical plan.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you interested in enrolling or are you currently working for them?

Speaker speaker_2: Yes, I work for Surge.

Speaker speaker_1: Would you like to keep the benefits or you want to decline?

Speaker speaker_2: No. I would like to get benefits. Insur- you talking about insurance?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yes. I would love to get insurance.

Speaker speaker_1: Okay. So they have different medical plans. The one that they auto-enroll you is just a preventive care plan. It's called Stay Healthy. The way the plan work, you are responsible to pay for the doctor's visit and the insurance gonna cover 100% the procedures, and you have to use a participating provider in order for the benefits to be covered. Also-

Speaker speaker_2: Okay. What about dental? What about dental? Do they cover dental?

Speaker speaker_1: You have to... That doesn't go with the auto-enrollment. You have to shoot for it, um...

Speaker speaker_2: Oh, I have to sh- choose a dentist. Okay. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: So how do I get the paperwork? How do I get the paperwork on this?

Speaker speaker_1: I...

Speaker speaker_2: Do I gotta go online?

Speaker speaker_1: All right. If you have an email, I could send you a complete benefit guide with all the plans that they offer. Um...

Speaker speaker_2: Yes, yes. My email is... Yes. Uh, my email address is my last name, Haralson, H-A-R-A-L-S-O-N, first name Wilfred, W-I-L-F-R-E-D, 57 at Gmail.

Speaker speaker_1: Okay. So I'm gonna go ahead and email you the benefit guide. Remember, you have 30 days from your first paycheck... I'm sorry. From the day you started working to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... enroll in the benefits. Um, we're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Um, and you can also do it online if you would like to.

Speaker speaker_2: Yeah, I'll probably do it online, uh, uh, just go in and pick a dentist and all that online.

Speaker speaker_1: No problem, sir. Um, check your spam and junk mail for the email, and... Hang on one second. All right. Next. All right. So check your- ... spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, like I said, we're here from 8:00 AM to 8:00 PM Eastern Time if you have any questions or if you need-

Speaker speaker_2: All right.

Speaker speaker_1: ... help with the enrollment.

Speaker speaker_2: Okay. Thank you. I will give you a call.

Speaker speaker_1: No problem, sir. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: All right. Bye-bye.