Transcript: Pearl Rojas-6614504710914048-6027058625429504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Cart. My name is Pearl. Who can I help with, who I'm speaking with? Um, my name is Sasha Whitaker. And how can I assist you? Um, so I received a text message about yesterday about, um, the benefits through my job, uh, Surge, through Surge Surge. I'm trying to see what I have to do. So Surge offers healthcare benefits to their employees, medical, dental, vision, short-term disability, life insurance, those kind of things. The price depends on how many plans- Yeah. ... you choose because all the plans are separate and who you want to cover. And it's something that they deduct from your check every week. Okay. And then to enroll, you can do it over the phone with us, online or through an enrollment form with your staff's new DC. Hmm, I can definitely do it on the phone now too. That's okay. All, all righty. And what are the last four digits of your social? 5038. And did you say Tasha or Sasha? Sasha. S-A-S-H-A. Okay. And then you can confirm your address and date of birth for me? 145 Grantland Road, Franklin, Georgia 30217. All righty. And I have... Oh, and your date of birth. 08/09/'86. All right. And I have your phone number as 770-312-3888. That's correct. And I have your email address at sasha.whitaker86@gmail.com? That is it. All righty. And do you know what you're wanting to enroll in today? Say it again? Did you know what you're wanting to enroll in today? Um, uh, med- uh, medical, everything really I could... Medical, dental, medical and dental is the main thing I need and ... Medical, dental, vision, we can do it all. Okay. So I do have two different hire dates on, on file for you. So before I can enroll you, I do need to have my main office, um, perform what's called an eligibility review. And this is just us reaching out to you to make sure you are eligible to enroll. Okay. This process takes about 24 to 48 hours, but as soon as they let me know that you are eligible or not, I'll give you a call back and we can go from there. Um, you said you wanted to do- Okay. ... dental, vision and medical? Yes, ma'am. And as far as medical, Surge offers two different plans. They offer the VIP Standard for $17.63 a week and the VIP Classic for $19.53 a week. There's no copays and deductibles, but these plans only cover up for a set dollar amount. Okay. So, so it'd be... Hello? Ms. Whitaker? Yes, ma'am. Great. Um, so do you know which, which medical you're wanting to enroll in? Um, so I guess the latter one is a little bit more cheaper. Okay. No worries. So the VIP Standard, it covers you, just yourself. Does this cover... Um, ooh, ooh, can I, am I able to add someone on it as well? Yeah. We add... You're able to add you and your spouse, you and just your children or you and your spouse and children. Okay. I'd like to add my spouse. And does the medical cover, uh, like prescriptions and things? It does have prescription coverage to it, yes. Okay. Awesome. Okay. So I did go ahead and get the information down. Um, it will take, I said, like I said, 40, 24 to 48 hours, but as soon as they let me know, I'll go ahead and enroll you in the coverage and then give you a call to confirm the, the details and for you to provide me with

your spouse's information. Okay? Got you. Thank you so much. And what's your name? Pearl. Pearl, got you. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Cart. My name is Pearl. Who can I help with, who I'm speaking with?

Speaker speaker_2: Um, my name is Sasha Whitaker.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, so I received a text message about yesterday about, um, the benefits through my job, uh, Surge, through Surge Surge. I'm trying to see what I have to do.

Speaker speaker_1: So Surge offers healthcare benefits to their employees, medical, dental, vision, short-term disability, life insurance, those kind of things. The price depends on how many plans-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... you choose because all the plans are separate and who you want to cover. And it's something that they deduct from your check every week.

Speaker speaker_2: Okay.

Speaker speaker_1: And then to enroll, you can do it over the phone with us, online or through an enrollment form with your staff's new DC.

Speaker speaker_2: Hmm, I can definitely do it on the phone now too. That's okay.

Speaker speaker_1: All, all righty. And what are the last four digits of your social?

Speaker speaker_2: 5038.

Speaker speaker_1: And did you say Tasha or Sasha?

Speaker speaker_2: Sasha. S-A-S-H-A.

Speaker speaker_1: Okay. And then you can confirm your address and date of birth for me?

Speaker speaker_2: 145 Grantland Road, Franklin, Georgia 30217.

Speaker speaker_1: All righty. And I have... Oh, and your date of birth.

Speaker speaker_2: 08/09/'86.

Speaker speaker_1: All right. And I have your phone number as 770-312-3888.

Speaker speaker_2: That's correct.

Speaker speaker_1: And I have your email address at sasha.whitaker86@gmail.com?

Speaker speaker_2: That is it.

Speaker speaker_1: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker_2: Say it again?

Speaker speaker_1: Did you know what you're wanting to enroll in today?

Speaker speaker_2: Um, uh, med- uh, medical, everything really I could... Medical, dental, medical and dental is the main thing I need and ... Medical, dental, vision, we can do it all.

Speaker speaker_1: Okay. So I do have two different hire dates on, on file for you. So before I can enroll you, I do need to have my main office, um, perform what's called an eligibility review. And this is just us reaching out to you to make sure you are eligible to enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: This process takes about 24 to 48 hours, but as soon as they let me know that you are eligible or not, I'll give you a call back and we can go from there. Um, you said you wanted to do-

Speaker speaker_2: Okay.

Speaker speaker_1: ... dental, vision and medical?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And as far as medical, Surge offers two different plans. They offer the VIP Standard for $17.63 a week and the VIP Classic for $19.53 a week. There's no copays and deductibles, but these plans only cover up for a set dollar amount.

Speaker speaker_2: Okay. So, so it'd be...

Speaker speaker_1: Hello? Ms. Whitaker?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Great. Um, so do you know which, which medical you're wanting to enroll in?

Speaker speaker_2: Um, so I guess the latter one is a little bit more cheaper.

Speaker speaker_1: Okay. No worries. So the VIP Standard, it covers you, just yourself.

Speaker speaker_2: Does this cover... Um, ooh, ooh, can I, am I able to add someone on it as well?

Speaker speaker_1: Yeah. We add... You're able to add you and your spouse, you and just your children or you and your spouse and children.

Speaker speaker_2: Okay. I'd like to add my spouse. And does the medical cover, uh, like prescriptions and things?

Speaker speaker_1: It does have prescription coverage to it, yes.

Speaker speaker_2: Okay. Awesome.

Speaker speaker_1: Okay. So I did go ahead and get the information down. Um, it will take, I said, like I said, 40, 24 to 48 hours, but as soon as they let me know, I'll go ahead and enroll you in the coverage and then give you a call to confirm the, the details and for you to provide me with your spouse's information. Okay?

Speaker speaker_2: Got you. Thank you so much. And what's your name?

Speaker speaker_1: Pearl.

Speaker speaker_2: Pearl, got you. Thank you so much.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.