

## Transcript: Sara

**Marulanda-4604594715934720-5376854250799104**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... your benefits record. My name is Sarah. May I have your name, please? I am Harry Weston. Hello, sir. How may I help you? Um, I got a text saying I need to call in. Okay. Well, there are healthcare administrators for different staffing companies. What company are you working with? I work with Surge. Surge Staffing, okay. May I have, please, the last four of your Social to locate you on the system? 9131. Thank you very much. Mm-hmm. Harry Weston? Yes. Uh, just for security purposes, sir, can you please verify your address and date of birth? 702 Dawn Avenue, Anderson, South Carolina, 29624. And 7-4-68 is my birth date. And is your email harryweston1968@gmail.com? Yes, ma'am. And your phone number is 678-602-0705? Yes, ma'am. Thank you very much. I think the message they sent you is to let you know that, um, you will be auto-enrolled 30 days after your first paycheck. And you will be auto-enrolled on healthcare coverage and preventive plan, preventive care plan. It's up to you if you want to let it, uh, let the auto-enrollment to keep going or if you don't want it, you can cancel it or if you decide to enroll on any other plan, uh, this is the time that you can do it. You are under your personal open enrollment period right now. Okay. How much is it a month for the insurance? Um, the month they will en- they will auto-enroll you would be, uh, \$16.80 per week. \$16 per week? Yeah. Okay, um, now what, what, what does this insurance cover? Okay. The- I mean, what- ... auto-enrollment plan will be just preventive care. That one will cover one physical examination, blood pressure screenings, um, okay, give me a minute, yes, virtual urgent care, FreeRx, which is a prescription coverage and, uh, colonoscopies. Okay, blood pressure- Mm-hmm. ... screenings, cholesterol screenings, colorectal cancer screenings, which is a colonoscopy, depression, diabetes, hepatitis, syphilis, HIV, lung cancer and tuberculosis screenings. It will cover immunizations like influenza, tetanus, diphtheria, pertussis, and meningococcal, hepatitis A and B. Uh, it will cover aspirin and statins. It will cover- Mm-hmm. ... all the prescriptions under FreeRx and the urgent virtual care. Mm-hmm. Okay. That's just FreeRx. And what is the, uh, what is the copay for all the, uh, uh, for the doctor visits? No, this plan will not cover any doctor visitations or hospital visitations because it's just preventative. If you want doctor visitations, like a hospital indemnity, that one would be under VIP Standard or VIP Classic, different plans. Those would be- Mm-hmm. Okay. ... the Standard would be \$17.63 and the Classic \$19.53 per week. These plans will not cover... Okay, they work different than the, the normal insurance. They don't cover like a percentage after a copay. No, this one, uh, just will cover a flat fee. Let me explain you that. Like, if you're going to the emergency room, they will cover- Uh- ... \$50 per day, up to two days per year. Any difference is going to be, uh, uh, any balance is going to be your responsibility. Okay, okay. Um, hmm. Da, da, da, da. But I do need the insurance. Uh, yeah, let me have the, um, which, uh, the one for \$19? I guess. The Classic? Yeah. \$19.53? Mm-hmm. Is that gonna be for yourself only?

Yes, ma'am. Okay. And you don't want the preventive care, right? Um, so I could do both of them? Yes. Uh, yeah, let's do both of them. Okay. ME CTCL RX, which is the preventive care, VIP Classic, which is the hospital indemnity. They offer dental, vision, term life, short-term disability, um, critical illness, 24-hour group accident, behavioral health. Each one has different coverage and different price. Would you like information about those? Uh, yes, if you would, could you email me the information on all three of them and that way I can go over... Now, uh, how much longer do I have to, uh, uh, uh, go ahead and register? 'Cause actually I wanna read over all of these, the, the different- Sure. ... um- I completely understand you. Uh, let me give you the- Yeah, before I, you know, before I commit to one of them, I want to read and see which one is gonna be best for me. Sure, sir. I got you. Let me check that, uh, 2020. Okay, the last day for you to enroll is gonna be January, January the 17th. 17, okay. By phone and, and online until January the 19th. Okay. So what I'm gonna do right now, um, sending you the benefit guide. That one is- Okay. ... gonna explain you all the plans. So would you like me to, to enroll you or just wait until you read the information? Um, just give me probably till... What's the day? Third. Give me till tomorrow and let me read over this information and everything, and I'll give you a call back tomorrow with my decision. Sure, sir. Sure. We're gonna be here on Monday through Friday eight a.m. until eight p.m. Okay. Just give me a minute. I'm sending you the email. I just want to be sure that you have received it before we disconnect the call. Okay. Thank you, sir. I'm sending you the most newest, uh, version. Okay. I just sent it. Can you check your email and see if you have received it? Uh, that will be an email coming from me for benefits in a card. Um, let's see. Da, da, da, dum. Um, yes, ma'am, I just got it. Oh, okay. Perfect. So just keep in mind then, uh, if you would like to enroll by phone, it will have to be before the 17th or until the 17th because we're closed during the weekends. Okay. That's no problem. All right, sir. Um, other than- And I'll re- I'll read over all of this and, uh, give you a call back tomorrow. Perfect, Mr. Weston. So thank you for calling Benefits in a Card. Wish you too have a wonderful day, sir. You do the same. Appreciate it. Thank you. Mm-hmm. Bye-bye. Bye-bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. ... your benefits record. My name is Sarah. May I have your name, please? I am Harry Weston. Hello, sir. How may I help you? Um, I got a text saying I need to call in. Okay. Well, there are healthcare administrators for different staffing companies. What company are you working with? I work with Surge. Surge Staffing, okay. May I have, please, the last four of your Social to locate you on the system? 9131. Thank you very much. Mm-hmm. Harry Weston? Yes. Uh, just for security purposes, sir, can you please verify your address and date of birth? 702 Dawn Avenue, Anderson, South Carolina, 29624. And 7-4-68 is my birth date. And is your email harryweston1968@gmail.com? Yes, ma'am. And your phone number is 678-602-0705? Yes, ma'am. Thank you very much. I think the message they sent you is to let you know that, um, you will be auto-enrolled 30 days after your first paycheck. And you will be auto-enrolled on healthcare coverage and preventive plan, preventive care plan. It's up to you if you want to let it, uh, let the auto-enrollment to keep going or if you don't want it, you can cancel it or if you decide to enroll on any other plan, uh, this is the time that you can do it. You are under your

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