

Transcript: Sara

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. My name is Sarah. May I have your name please? Sharon Johnson. Hello, Ms. Johnson. How may I help you? I'm just calling to get some information on this. I'm not, um, fully educated on this. I just saw that it was coming out my check, so I'm calling to get some information in reference to whatever this insurance is. Okay. Um, may I have the name of the agency that you are working with and the last four of your Social to locate you in the system? Surge and 9917. Okay. Ms. Sharon Johnson? And just for security purposes, ma'am, can you please verify your address and date of birth? 7608 Apostle Road, Fairburn, Georgia, 30213. 223-71. Email sharon@olbtrucks@... At gmail.com. Mm-hmm. And your phone number is 678-521-0338? Correct. Thank you very much, ma'am. You're welcome. Okay, let me see. Okay. You work..... on ME/C TeleRx, which is a preventive care plan. That plan will cover for one physical exam examination, blood pressure screenings, uh, body mass index screenings, eh, mammography, Pap smear, um, bacterial urea, chlamydia, syphilis, cholesterol, eh, colorectal cancer, depression, diabetes, breast cancer, which is a mammography, HIV, hepatitis B and C. Okay, all those screenings are included, 100% coverage. It will give you... it will cover supplements like aspirin, breast cancer preventatives, FDA-approved contraceptive methods and it will cover im- immunizations like tetanus, influenza, diphtaria pertussis, varicella, HPV, shingles, measles, mumps, rubella, pneumococcal, meningococcal, hepatitis A and B. Um, this plan will include virtual urgent care and free RX, which is a pre- prescription, uh, coverage. Um, the benefits I just mentioned, they will be covered 100% and, um, they require a network, which is a multi-plan network. This plan will not cover any doctor visitations if you are sick. Eh, the only thing they would cover, uh, about at, like if you're sick, will be virtual urgent care. And the deductions for this plan weekly are \$15.16. Mm-hmm. And I pay out no out-of-pocket? And what doctors do you visit for that? The, the doctors that are, are under a multi-plan network. I can, uh, give you their phone number. Uh, let me see. Yes. The coverage just became, um, active, uh, this past Monday on the 6th, so you may receive the ID cards by the, between tomorrow and Friday. On the ID card, there is... the phone number is there on the ID card, a phone number where you can call to locate participant providers near to your area. But if you want, I can give you their phone number as well or, and transfer your call with them. Could you just email me some information on it? Yes. Give me just a min-... This is what I gonna do. I gonna send you the benefit guide. Um, that's like the explanation of benefits. Mm-hmm. And just for your information, on page number two, you're gonna check the number on the bottom of the page because they left a couple blank page at the top. Mm-hmm. Blank page at the top. Uh-huh. So, um, on page number two is part of the information of what the ME/C TeleRx covers, and the other part is on page number 10. Uh-huh. Most of the information is on 10. So let me send

you that email while we are on the phone. That way I can be 100% sure that you have received it. The phone numbers are on the benefit guide as well. You just need to keep in mind that, uh, your plan name is ME/C TeleRx. Mm-hmm. Okay. Down. Okay. Give me just a minute. I'm just waiting for the system to download. Mm-hmm. I just sent it. Could you check your email and see if you have received an email from Info@BenefitsInACard? Okay. Hold on. Sure, ma'am. And it sound like it just kind of goes. Yep, I got it. Oh, okay. So just remember, if you want to keep it, it's okay. If you, I mean, if you don't want it, just give us a call. We can cancel that for you. Okay. Um, and re- but you have until... You are under the professional open enrollment period, so... Uh, you say I'm a- You are. You are under your personal open enrollment period, and that is gonna last until... give me just... oh, no, no, no, no, no. I'm sorry, I'm so sorry. You're not anymore. I'm sorry. My, my bad, my mistake. No, I mean, the only thing you can do now is just or keep this plan or just cancel it. Uh, but we cannot, uh, upgrade or, uh, enroll you in different plans because, uh, you are already out of your personal open enrollment period. I never even known nothing about the plan, first off. Um, this all new to me. Here's the... Well, when you start working with them or, uh, when you was, uh, like doing the onboarding documentation, they should inform you that you have 30 days from your first paycheck in order to enroll and choose your own plans or to give us a call and decline the enrollment. After 30 days, they will un-enroll you, which was what happened. That's crazy. That's crazy, yeah. And I mean, even if I wanted to not keep it or add on or whatever, I have no option to do none of the above. I know nothing about this. Yes. That, that's the Surge responsibility, to inform you about that. We are just administrators. So once you're enrolled ■ So do they cover dental also? No, those are additional benefit options. Um, dental, vision, term life and short-term disability, all, all those are, like, uh, additional benefits that, uh, you should call and enroll during those 30 days. Mm-hmm. That's crazy. So then if I cancel, then what? Okay, if you cancel now, um, I can go ahead and, uh, send a cancellation request. It will take between seven to 10 business days, so you may see one or two more deductions before the cancellation complete. Uh, after the cancellation is complete, there will be no more deductions at all. But not for, for healthcare coverage through Surge. Hmm. Okay. I'm just gonna... I'm gonna look through it and see what they got going on here and I'll determine after, 'cause this all new to me. I just looked at the checks, uh, today and found out about this. I never even knew about it. I just got it. I just found out how to see my check stuff, so yeah, that's all. Sure, ma'am. Sure. Um, you can give us a call, call back, uh, Monday through Friday, 8:00 AM until 8:00 PM. We're gonna be here. All right. Thank you. Thank you. Have a great day. You as well, ma'am. Have a wonderful day. Bye-bye. Thank you for calling us. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. My name is Sarah. May I have your name please? Sharon Johnson. Hello, Ms. Johnson. How may I help you? I'm just calling to get some information on this. I'm not, um, fully educated on this. I just saw that it was coming out my check, so I'm calling to get some information in reference to whatever this insurance is. Okay. Um, may I have the name of the agency that you are working with and the last four of your

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onboarding documentation, they should inform you that you have 30 days from your first paycheck in order to enroll and choose your own plans or to give us a call and decline the enrollment. After 30 days, they will un-enroll you, which was what happened. That's crazy. That's crazy, yeah. And I mean, even if I wanted to not keep it or add on or whatever, I have no option to do none of the above. I know nothing about this. Yes. That, that's the Surge responsibility, to inform you about that. We are just administrators. So once you're enrolled ■ So do they cover dental also? No, those are additional benefit options. Um, dental, vision, term life and short-term disability, all, all those are, like, uh, additional benefits that, uh, you should call and enroll during those 30 days. Mm-hmm. That's crazy. So then if I cancel, then what? Okay, if you cancel now, um, I can go ahead and, uh, send a cancellation request. It will take between seven to 10 business days, so you may see one or two more deductions before the cancellation complete. Uh, after the cancellation is complete, there will be no more deductions at all. But not for, for healthcare coverage through Surge. Hmm. Okay. I'm just gonna... I'm gonna look through it and see what they got going on here and I'll determine after, 'cause this all new to me. I just looked at the checks, uh, today and found out about this. I never even knew about it. I just got it. I just found out how to see my check stuff, so yeah, that's all. Sure, ma'am. Sure. Um, you can give us a call, call back, uh, Monday through Friday, 8:00 AM until 8:00 PM. We're gonna be here. All right. Thank you. Thank you. Have a great day. You as well, ma'am. Have a wonderful day. Bye-bye. Thank you for calling us. Bye-bye.