

## Transcript: Sara

**Marulanda-4892045282557952-5009216453132288**

### Full Transcript

Thank you for calling Benefits in a Cart. May I have your name, please? Sandra Eldridge. Good morning, Ms. Eldridge. How may I help you? Yeah, I was just wondering if I would be able to add my kids to my insurance and- Ah, let me check- ... how much it would cost if I can. ... Sure. Let me check that for you. May I have the name of the agency and the last four of your Social to locate you on the system? Um, it's under Surge, S-U-R-G-E and my last four- That's what's happening. ... Social is 2928. Thank you very much, uh, Ms. Sandra Eldridge. And just for- Yep. ... security purposes, can you please verify your address and date of birth? What was that again, sorry? Just for security purposes, can you please verify your address and your date of birth? 5625 Mill Street, White Cottage, Ohio 43791 and my date of birth is July 19, 1990. And is your email s.eldridge2012@hotmail.com? Yes. I need your phone number- Yep. ... at 740-405-5607? Yep. Okay, give me just a minute, please. One second here, I will just put it in. Yes, ma'am? Um, okay, today is the 16th. Well, you're out of your open enrollment um, so you're not going to be able to add them to their coverage. I didn't even know my insurance even started because they haven't sent me anything about it started yet, because I just started working, like, a little over a month ago. Yes. Um, give me just one minute. I need to check something here on the system. I'm going to put you on hold for a minute and I'll be right back with you- Okay. ... just to verify the information. Yep. Well, thank you. Yep. Ms. Eldridge. Thank you for waiting, ma'am. Yeah. Okay. When did you say that you did start working with the company? I started working a little over a month ago with them. Oh, okay. Um, because your personal open enrollment period is the first 30 days since you received your, uh, paycheck, first paycheck, you count 30 days. And it has been longer than 30 days, so that's why you're not eligible to enroll or to make any changes on your coverage. You was out-enrolled for, um, Surge, uh, state out-enrollment if you don't call to decline the enrollment and they out-enroll you on a preventive care plan. Okay. Um, I was just wondering, because they end up getting taken off my husband's insurance, because I don't know what happened there, but some odd reason they got taken off. I didn't know if with emergency cases, because I know once before I had insurance, not through Surge, but through a different company, they allowed me to add them under emergency, uh, situations. Okay. This insurance is optional, so if you don't want it, I can, um, request a cancellation. Okay. How much is it? They've never told me. Well, I think they did provide you with that information, uh, during the onboarding documentation. During, when you were doing the onboarding No, they actually didn't. ... resources. So- They never told me how much it is. ... well, I cannot, um, I mean, I don't have anything to tell you about it, because we're not Surge, we are an independent company. Uh, the deductions are \$15.16. That's what the deduction every week. Oh, that doesn't matter. Don't worry about that, uh, again, for a minute. That ain't too bad. Do, do, do you want to leave it like it is? Yeah, that's fine. Okay, ma'am. Um, do you have any

other questions for us, ma'am? Uh, nope, that'd be all. All righty, ma'am. So thank you for calling Benefits in a Cart. Have a wonderful day. Thank you. Bye.

## Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. May I have your name, please?  
Sandra Eldridge. Good morning, Ms. Eldridge. How may I help you? Yeah, I was just wondering if I would be able to add my kids to my insurance and- Ah, let me check- ... how much it would cost if I can. ... Sure. Let me check that for you. May I have the name of the agency and the last four of your Social to locate you on the system? Um, it's under Surge, S-U-R-G-E and my last four- That's what's happening. ... Social is 2928. Thank you very much, uh, Ms. Sandra Eldridge. And just for- Yep. ... security purposes, can you please verify your address and date of birth? What was that again, sorry? Just for security purposes, can you please verify your address and your date of birth? 5625 Mill Street, White Cottage, Ohio 43791 and my date of birth is July 19, 1990. And is your email s.eldridge2012@hotmail.com? Yes. I need your phone number- Yep. ... at 740-405-5607? Yep. Okay, give me just a minute, please. One second here, I will just put it in. Yes, ma'am? Um, okay, today is the 16th. Well, you're out of your open enrollment um, so you're not going to be able to add them to their coverage. I didn't even know my insurance even started because they haven't sent me anything about it started yet, because I just started working, like, a little over a month ago. Yes. Um, give me just one minute. I need to check something here on the system. I'm going to put you on hold for a minute and I'll be right back with you- Okay. ... just to verify the information. Yep. Well, thank you. Yep. Ms. Eldridge. Thank you for waiting, ma'am. Yeah. Okay. When did you say that you did start working with the company? I started working a little over a month ago with them. Oh, okay. Um, because your personal open enrollment period is the first 30 days since you received your, uh, paycheck, first paycheck, you count 30 days. And it has been longer than 30 days, so that's why you're not eligible to enroll or to make any changes on your coverage. You was out-enrolled for, um, Surge, uh, state out-enrollment if you don't call to decline the enrollment and they out-enroll you on a preventive care plan. Okay. Um, I was just wondering, because they end up getting taken off my husband's insurance, because I don't know what happened there, but some odd reason they got taken off. I didn't know if with emergency cases, because I know once before I had insurance, not through Surge, but through a different company, they allowed me to add them under emergency, uh, situations. Okay. This insurance is optional, so if you don't want it, I can, um, request a cancellation. Okay. How much is it? They've never told me. Well, I think they did provide you with that information, uh, during the onboarding documentation. During, when you were doing the onboarding No, they actually didn't. ... resources. So- They never told me how much it is. ... well, I cannot, um, I mean, I don't have anything to tell you about it, because we're not Surge, we are an independent company. Uh, the deductions are \$15.16. That's what the deduction every week. Oh, that doesn't matter. Don't worry about that, uh, again, for a minute. That ain't too bad. Do, do, do you want to leave it like it is? Yeah, that's fine. Okay, ma'am. Um, do you have any other questions for us, ma'am? Uh, nope, that'd be all. All righty, ma'am. So thank you for calling Benefits in a Cart. Have a wonderful day. Thank you. Bye.