

Transcript: Sara

Marulanda-4965228263686144-6387660212060160

Full Transcript

Thank you for your answer. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, yes, Anthony Smallwood. Hello, sir. How may I help you? Um, yes. Um, I work through, uh, Surge, um, Staffing and, um, they said after 30 days of unemployment, I would be auto enrolled into insurance. And, um, I was just wondering what the selections were, um, 'cause I might get, like, the higher tier. Okay. So let me check your file. May I have the name of the agency that you are working with and the last four of your Social to locate you on the system? Yes. It's Surge Staffing. It's two words. Okay. And then 2536. Oh, okay. Anthony Smallwood, you say? Yes. Okay, Mr. Smallwood. And just for security purposes, can you please verify your address and date of birth? Yes. 307 Lincoln Avenue, Pleasant Hill, Ohio, 43148. Date of birth is 07/19/94. And is your email S... No. Smallwood, your last name, A207@gmail.com? Yes. And is your phone number in, your phone number is 740-641-3579? Yes. Thank you very much. You're welcome. Okayyy. Okay, Mr. Anthony, uh, when did you start working with the company again? Um, let's see. Let me look at my calendar real, get a more accurate date for you there. I'm, I'm asking because we have, like, uh, five different dates here. So I'm gonna need a, like, approval. I'm pretty much sure- Oh, yes. ... you are allowed to enroll, you are eligible but I'm gonna need that approval. Um, but in the meantime, I can send you the benefit guide and I can explain you the benefits, of course. Gotcha. Yeah. Um, if it helps, I started in, um, March, if there's a March date in there. I'd say around 304 would be the best. What I have here is March 20th. Yep. Okay. Perfect. Um, okay. Your company is offering... Uh, let me see. MEC TeleRx, which is preventive care only, VIP Standard and VIP Classic, which are medicals, and it's offering, um, virtual primary care, it's offering dental, vision, uh, short-term disability, well, a lot of those. And it's, it's offering the minimum value plan which is, uh, the one that most cover. You said that you want the, the one that most covers? Um, maybe not, like, the most. Maybe, like, the medium coverage. Um, the only reason I say that is 'cause I'm looking for a plan that helps best with, uh, medications because I take three different medications. Okay. In that case, I think... Okay, let me check that for you. Yeah. 'Cause even with GoodRx, I've been paying, like, \$200 every three months, and oh my god, it's getting expensive. Okay. They have freerx.com as well. Uh, that one will help you cover for your medications, uh, prescriptions for acute and chronic medications. Uh, if you want just the medich- the prescription coverage, it will be \$5.99 per week for yourself. And if you ha- wanna include your spouse or children, it's gonna be different. But if you want, uh, you're allowed to have not only the prescription coverage but, uh, the other plans, like the medical and, or the preventive care medical and the TeleRx, which is the freeRx include on. Gotcha. Gotcha. Um, yeah. I think you sending me the thing would probably be the best. That way, I could just look over it all and kinda go from there, I think. 'Cause that would have all that information in it, wouldn't it? Yes. It will. Um, may

I put you on hold just while I send you the email? I want to confirm with you that you have received it before, um, we disconnect the call. All right. I appreciate that. All right, sir. So I'll be right back with you, sir. All right. Thank you. Hello, Mr. Anthony. Um, thank you for waiting, sir. All right. Can we check your email while we are on the phone? Yes. All right. Yep, I got it. Okay, perfect. So, um, we can do this, uh, two ways. Once I get the, the, updated on the system and, to enroll you, I can give you a call or if you want to review your, uh, the information first, then give us a call, I can go ahead and put the notes in the system, uh, for anyone who answers with a call, uh, we're ready to enroll you. Either way will work for us. Yeah. We'll go ahead and do it where I, um, just give you guys a call only 'cause we're on, like, 10, 12-hour shifts and my schedule's, like, so tight. They got us working, like, six days a week right now. Oof. My goodness. Uh, yes. Okay, sir. So that's what I'm gonna do. I'm gonna check for the, um, eligibility, then, um, I'm gonna put the notes on the system and anyone is gonna be able, uh, able to help you as soon as you give us a call. Okay? All right. I appreciate it. Okay, sir. You're more than welcome. Other than that, um, Mr. Anthony, is there anything else that I can help you with? Uh, not at this time. All right, sir. So have a wonderful day and thank you for calling Benefits in a Cart. All right. Thank you. You're welcome. Mm, bye-bye. Mm, bye. Bye.

Conversation Format

Speaker None: Thank you for your answer. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, yes, Anthony Smallwood. Hello, sir. How may I help you? Um, yes. Um, I work through, uh, Surge, um, Staffing and, um, they said after 30 days of unemployment, I would be auto enrolled into insurance. And, um, I was just wondering what the selections were, um, 'cause I might get, like, the higher tier. Okay. So let me check your file. May I have the name of the agency that you are working with and the last four of your Social to locate you on the system? Yes. It's Surge Staffing. It's two words. Okay. And then 2536. Oh, okay. Anthony Smallwood, you say? Yes. Okay, Mr. Smallwood. And just for security purposes, can you please verify your address and date of birth? Yes. 307 Lincoln Avenue, Pleasant Hill, Ohio, 43148. Date of birth is 07/19/94. And is your email S... No. Smallwood, your last name, A207@gmail.com? Yes. And is your phone number in, your phone number is 740-641-3579? Yes. Thank you very much. You're welcome. Okayyy. Okay, Mr. Anthony, uh, when did you start working with the company again? Um, let's see. Let me look at my calendar real, get a more accurate date for you there. I'm, I'm asking because we have, like, uh, five different dates here. So I'm gonna need a, like, approval. I'm pretty much sure- Oh, yes. ... you are allowed to enroll, you are eligible but I'm gonna need that approval. Um, but in the meantime, I can send you the benefit guide and I can explain you the benefits, of course. Gotcha. Yeah. Um, if it helps, I started in, um, March, if there's a March date in there. I'd say around 304 would be the best. What I have here is March 20th. Yep. Okay. Perfect. Um, okay. Your company is offering... Uh, let me see. MEC TeleRx, which is preventive care only, VIP Standard and VIP Classic, which are medicals, and it's offering, um, virtual primary care, it's offering dental, vision, uh, short-term disability, well, a lot of those. And it's, it's offering the minimum value plan which is, uh, the one that most cover. You said that you want the, the one that most covers? Um, maybe not, like, the most. Maybe, like, the

medium coverage. Um, the only reason I say that is 'cause I'm looking for a plan that helps best with, uh, medications because I take three different medications. Okay. In that case, I think... Okay, let me check that for you. Yeah. 'Cause even with GoodRx, I've been paying, like, \$200 every three months, and oh my god, it's getting expensive. Okay. They have freerx.com as well. Uh, that one will help you cover for your medications, uh, prescriptions for acute and chronic medications. Uh, if you want just the medich- the prescription coverage, it will be \$5.99 per week for yourself. And if you ha- wanna include your spouse or children, it's gonna be different. But if you want, uh, you're allowed to have not only the prescription coverage but, uh, the other plans, like the medical and, or the preventive care medical and the TeleRx, which is the freeRx include on. Gotcha. Gotcha. Um, yeah. I think you sending me the thing would probably be the best. That way, I could just look over it all and kinda go from there, I think. 'Cause that would have all that information in it, wouldn't it? Yes. It will. Um, may I put you on hold just while I send you the email? I want to confirm with you that you have received it before, um, we disconnect the call. All right. I appreciate that. All righty, sir. So I'll be right back with you, sir. All right. Thank you. Hello, Mr. Anthony. Um, thank you for waiting, sir. All right. Can we check your email while we are on the phone? Yes. All right. Yep, I got it. Okay, perfect. So, um, we can do this, uh, two ways. Once I get the, the, updated on the system and, to enroll you, I can give you a call or if you want to review your, uh, the information first, then give us a call, I can go ahead and put the notes in the system, uh, for anyone who answers with a call, uh, we're ready to enroll you. Either way will work for us. Yeah. We'll go ahead and do it where I, um, just give you guys a call only 'cause we're on, like, 10, 12-hour shifts and my schedule's, like, so tight. They got us working, like, six days a week right now. Oof. My goodness. Uh, yes. Okay, sir. So that's what I'm gonna do. I'm gonna check for the, um, eligibility, then, um, I'm gonna put the notes on the system and anyone is gonna be able, uh, able to help you as soon as you give us a call. Okay? All right. I appreciate it. Okay, sir. You're more than welcome. Other than that, um, Mr. Anthony, is there anything else that I can help you with? Uh, not at this time. All righty, sir. So have a wonderful day and thank you for calling Benefits in a Cart. All right. Thank you. You're welcome. Mm, bye-bye. Mm, bye. Bye.