

Transcript: Sara

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Full Transcript

Thank you for calling Benefits in a Cart. Uh, my name is Sarah. May I have your name, please? Brian, B-R-I-A-N, last name Moon, M-O-O-N. Hello, sir. How may I help you? Uh, I was calling to see if I'm already enrolled in insurance with you guys through my staffing service. Sure. Let me help you with that. And may I have the name of the agency and the last four of your Social, please? The, the what? The name of the temporary agency and the last four numbers of your, uh- Oh. ... Social Security? Uh, Surge Staffing in- Okay. ... Manchester, Tennessee. Last four, 0535. Okay. Brian Moon. And- Yes. ... Mr. Moon, just for security purposes, can you please verify your address and date of birth? Uh, 102 Kolby Drive, Shelbyville, Tennessee 37160. Birthday 09/08/77. Okay. Uh, we have a different address. Have you moved? No. Okay. Did you- And maybe- ... remember any of your previous addresses? Is it listed as 1301 West Lane? West Lane. Yes. That's the one we have here. You wanna keep this one, or you want to change it? I, I'd like to change it to 102 Kolby Drive. Okay. 102 Koby... Can you spell that for me, please? K-O-L-B-Y. That's K-O-L-B-Y Drive, Shelbyville, Tennessee 37160. Okay. I got it. And is your email brianmoon82@gmail.com? Yes, ma'am. And is your phone number 931-808-9906? Yes. Okay. Thank you very much. Okay. Well, no, you're not enrolled, not yet. You have 30 days from your first paycheck in order to be auto-enrolled or for you to choose your own plans, or if you don't want to be enrolled, you just need to let me know, and I will decline your auto enrollment. But, uh, until today, you haven't been auto-enrolled yet. Okay. Yeah. Uh, I wanna go ahead and let the d- auto-enroll, auto-enrollment thing go through if, if it's on medical and dental, or medical- Okay. ... vision. Whatever. The auto en- The auto enrollment would be just for preventative, uh, care, but if you want, we can go ahead and enroll you on dental and medical. What does that mean? Preventative is what? Oh, okay. The preventative care plan, it will cover one physical yearly examination, um, blood pressure screenings, colonoscopy, um, vaccinations, but it won't cover any, like, doctor visitations if you are sick. Yeah. I don't- You want- ... want any of that, no. So you want the medical? The one that you use- Yeah, and vision. ... to go see the doctor? And, uh, vision? Mm-hmm. Okay. Give me a minute. Okay. So is that gonna be for yourself only? Yes. Okay. Um, your company, or, well, Surge is offering, uh, two different plans for medical. They have the VIP Standard and VIP Classic. The standard will... Okay. They will cover the same for a physician's office visit, which will be \$50 per day, maximum of four times a year. Uh, the main difference between these two plans is, um, for the surgery in hospital, VIP Standard will cover \$250 per day, one time. And the VIP Classic will cover \$500 per day, one time. Um- Okay. ... the surgery in hospital, uh, VIP Standard will cover \$250 per day, one time. And VIP Classic will cover two- \$500 per day, one time. That's basically the main difference. Um, the VIP Standard will cost you \$17.63 per week. And VIP Classic will cost you \$19.53 per week. So which one would you like to enroll at? Oh, just the \$17 one. The

17... Oh, okay. So VIP Standard and, um, did you say dental? Yeah. Uh, vision. Uh, vision. Okay. That one is gonna be \$2.15 per week. The copay for the exam will be \$10. Copay for lenses and frames will be \$25. And you will get a credit allowance of \$130. Okay. So b- That sounds good. I'll take it. That's very cheap. Anything else that you would like to enroll add? No. I'm good. Okay. So we got vision and a VIP Standard for employee only, so that's gonna be a total of \$19.78 per week. Do you authorize Surge Staffing to, mm, make a deduction of \$19.78 per week to cover your medical and vision plans? Yes. Mm-hmm. Okay, sir. So please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when your coverage became active. And you're gonna receive your ID cards by the end of that same week. If you have not received them by Friday, Thursday or Friday after the first deduction, please give us a call. We can send you virtual copies while you wait for the hardcopies to arrive on the mail. Okay? Okay. All right. All right. Okay. Great. I do appreciate you. Mm, my pleasure to serve you, sir. Is there anything else that I can help you with? That'd be it. Thank you, ma'am. All right, Mr. Moon. Have a wonderful day, and thank you for calling Benefits in a Cart. All right. Thank you, ma'am. Bye-bye. You're welcome, sir.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. Uh, my name is Sarah. May I have your name, please? Brian, B-R-I-A-N, last name Moon, M-O-O-N. Hello, sir. How may I help you? Uh, I was calling to see if I'm already enrolled in insurance with you guys through my staffing service. Sure. Let me help you with that. And may I have the name of the agency and the last four of your Social, please? The, the what? The name of the temporary agency and the last four numbers of your, uh- Oh. ... Social Security? Uh, Surge Staffing in- Okay. ... Manchester, Tennessee. Last four, 0535. Okay. Brian Moon. And- Yes. ... Mr. Moon, just for security purposes, can you please verify your address and date of birth? Uh, 102 Kolby Drive, Shelbyville, Tennessee 37160. Birthday 09/08/77. Okay. Uh, we have a different address. Have you moved? No. Okay. Did you- And maybe- ... remember any of your previous addresses? Is it listed as 1301 West Lane? West Lane. Yes. That's the one we have here. You wanna keep this one, or you want to change it? I, I'd like to change it to 102 Kolby Drive. Okay. 102 Koby... Can you spell that for me, please? K-O-L-B-Y. That's K-O-L-B-Y Drive, Shelbyville, Tennessee 37160. Okay. I got it. And is your email brianmoon82@gmail.com? Yes, ma'am. And is your phone number 931-808-9906? Yes. Okay. Thank you very much. Okay. Well, no, you're not enrolled, not yet. You have 30 days from your first paycheck in order to be auto-enrolled or for you to choose your own plans, or if you don't want to be enrolled, you just need to let me know, and I will decline your auto enrollment. But, uh, until today, you haven't been auto-enrolled yet. Okay. Yeah. Uh, I wanna go ahead and let the d- auto-enroll, auto-enrollment thing go through if, if it's on medical and dental, or medical- Okay. ... vision. Whatever. The auto en- The auto enrollment would be just for preventative, uh, care, but if you want, we can go ahead and enroll you on dental and medical. What does that mean? Preventative is what? Oh, okay. The preventative care plan, it will cover one physical yearly examination, um, blood pressure screenings, colonoscopy, um, vaccinations, but it won't cover any, like, doctor visitations if you are sick. Yeah. I don't- You want- ... want any of

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