

## Transcript: Sara

**Marulanda-5913418728685568-4951798200352768**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, John Chancey. Hello, sir. How may I help you? Um, I work through a company called Surge, and they said they offered insurance but I have not received my insurance card in the mail. Hmm, let me check that for you. May I have, please, the last four digits of your Social Security number? 8958. John Chancey V.? Yeah. And just for security purposes, sir, can you please verify your address and date of birth? 4640 Primrose Drive, Rosalton, Georgia 30517, and my date of birth is 06/06/1996. And is your email Lainey Chancey S... or no, 8, laineychanceyA@gmail.com? Yeah. Phone number is 404-977-6157? Yeah. Thank you very much. Okay, let me check. Okay. Uh, you will be auto-enrolled on MEC which is preventive care 30 days after the first deduction from your paycheck. Uh, 30 days after you receive your first paycheck. That's when you're gonna be auto-enrolled on MEC preventive care. If you want any other plan, like, uh, medical, dental, vision, uh, term life, short-term disability, you want to enroll on any of those, you will have to, um, like, let me know and I will enroll you, because they... Auto-enrollment is only for MEC TelXRx, which is a preventive care plan. That one will not cover any doctor visitations if you are sick or hospital or ER or surgeries. That one will cover one physical exam examination, blood pressure screenings, colonoscopy, um, prescriptions. It will cover vaccinations, but it w- okay, hold on. And it will cover virtual, uh, urgent virtual care, like video calls in case you need an, um, like urgent care. Okay, so I do have... Uh, so I do have that, but I don't have medical or nothing like that? No, you don't have it yet. You're gonna be enrolled on it 30 days after the first... Once you receive- Yeah, I do. ... your first check, 30 days after, that's when, uh, they're gonna auto-enroll you. Not before. Okay. Or if you want- I'm just making sure. ... to enroll on it, we can go ahead enroll you. Uh, you will- I just want the, uh, medical. You want the medical? Yeah, that's it. I don't want the vision or dental. Okay, give me just a minute, because there is different options for medical. Okay. They have VIP Standard and VIP Classic. Is that gonna be for yourself only or somebody else at the family? Just for me. Okay. The VIP Standard will cost you \$17.63 per week, and the VIP Classic will be \$19.53 per week. Uh, for hos- How can I pay for it? Okay, that's what I'm gonna explain you. Uh, okay, both will cover \$500 per day one time for hospital admission, \$50 per day for 30 days for hospital confinement. For intensive care unit, uh, VIP Standard will not cover that. VIP Classic will cover \$100 per day for 20 days. For rehabilitation benefit, VIP Standard will not cover it. VIP Classic will cover \$25 per day for 30 days. For surgery in hospital, VIP Standard will cover \$250 per day one time, and VIP Classic will cover \$500 per day one time. For surgery in a physician's office, VIP Standard will cover \$125 per day two times, and VIP Classic will cover \$250 per day two times. Um, can you see the difference between those two plans there? Yeah, I want the, um, the \$19 one. The 19.53?

Okay. Yeah. Uh, that one will cover for physician's office or urgent care facility visit \$50 per day four times for each one, and for the emergency room \$50 per day two times. Remember, any difference between the final bill and what the insurance is gonna cover, that will be your responsibility. So you just need to 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 card at your email address at laineychanceyA@gmail.com. If you want to receive a hard copy of that ID card, just give us a call once you see the first deduction. We will be able to make the request for the card to be sent to your mailing address. Okay, yeah. Uh, I would like a hard copy. I'm sorry, I, I... It, it was breaking up. What'd you say you want? Um, yeah, so, you're gonna... So right now I'll have it, uh, I have to go to my email to see it? No. Okay, no. It's gonna take one to two weeks for Surge staffing to start making deductions. Okay. When you see the first deduction on your paycheck, if we receive that deduction by Monday, that same Monday is when they're gonna start processing the ID cards, policy numbers- Okay. ... for order. Okay. So you're gonna receive your ID card by the end of that week after the first deduction. Okay. Okay. Um, Mr. Chance, other than that, is there anything else that I can help you with? No, that's it. Okay, sir. So thank you for calling Benefits in a Card. Wish you to have a wonderful day, sir. All right. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, John Chancey. Hello, sir. How may I help you? Um, I work through a company called Surge, and they said they offered insurance but I have not received my insurance card in the mail. Hmm, let me check that for you. May I have, please, the last four digits of your Social Security number? 8958. John Chancey V.? Yeah. And just for security purposes, sir, can you please verify your address and date of birth? 4640 Primrose Drive, Rosalton, Georgia 30517, and my date of birth is 06/06/1996. And is your email Lainey Chancey S... or no, 8, laineychanceyA@gmail.com? Yeah. Phone number is 404-977-6157? Yeah. Thank you very much. Okay, let me check. Okay. Uh, you will be auto-enrolled on MEC which is preventive care 30 days after the first deduction from your paycheck. Uh, 30 days after you receive your first paycheck. That's when you're gonna be auto-enrolled on MEC preventive care. If you want any other plan, like, uh, medical, dental, vision, uh, term life, short-term disability, you want to enroll on any of those, you will have to, um, like, let me know and I will enroll you, because they... Auto-enrollment is only for MEC TelXRx, which is a preventive care plan. That one will not cover any doctor visitations if you are sick or hospital or ER or surgeries. That one will cover one physical exam examination, blood pressure screenings, colonoscopy, um, prescriptions. It will cover vaccinations, but it w- okay, hold on. And it will cover virtual, uh, urgent virtual care, like video calls in case you need an, um, like urgent care. Okay, so I do have... Uh, so I do have that, but I don't have medical or nothing like that? No, you don't have it yet. You're gonna be enrolled on it 30 days after the first... Once you receive- Yeah, I do. ... your first check, 30 days after, that's when, uh, they're gonna auto-enroll you. Not before. Okay. Or if you want- I'm just making sure. ... to enroll on it, we can go ahead enroll you. Uh,

you will- I just want the, uh, medical. You want the medical? Yeah, that's it. I don't want the vision or dental. Okay, give me just a minute, because there is different options for medical. Okay. They have VIP Standard and VIP Classic. Is that gonna be for yourself only or somebody else at the family? Just for me. Okay. The VIP Standard will cost you \$17.63 per week, and the VIP Classic will be \$19.53 per week. Uh, for hos- How can I pay for it? Okay, that's what I'm gonna explain you. Uh, okay, both will cover \$500 per day one time for hospital admission, \$50 per day for 30 days for hospital confinement. For intensive care unit, uh, VIP Standard will not cover that. VIP Classic will cover \$100 per day for 20 days. For rehabilitation benefit, VIP Standard will not cover it. VIP Classic will cover \$25 per day for 30 days. For surgery in hospital, VIP Standard will cover \$250 per day one time, and VIP Classic will cover \$500 per day one time. For surgery in a physician's office, VIP Standard will cover \$125 per day two times, and VIP Classic will cover \$250 per day two times. Um, can you see the difference between those two plans there? Yeah, I want the, um, the \$19 one. The 19.53? Okay. Yeah. Uh, that one will cover for physician's office or urgent care facility visit \$50 per day four times for each one, and for the emergency room \$50 per day two times. Remember, any difference between the final bill and what the insurance is gonna cover, that will be your responsibility. So you just need to 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 card at your email address at [laineychanceyA@gmail.com](mailto:laineychanceyA@gmail.com). If you want to receive a hard copy of that ID card, just give us a call once you see the first deduction. We will be able to make the request for the card to be sent to your mailing address. Okay, yeah. Uh, I would like a hard copy. I'm sorry, I, I... It, it was breaking up. What'd you say you want? Um, yeah, so, you're gonna... So right now I'll have it, uh, I have to go to my email to see it? No. Okay, no. It's gonna take one to two weeks for Surge staffing to start making deductions. Okay. When you see the first deduction on your paycheck, if we receive that deduction by Monday, that same Monday is when they're gonna start processing the ID cards, policy numbers- Okay. ... for order. Okay. So you're gonna receive your ID card by the end of that week after the first deduction. Okay. Okay. Um, Mr. Chance, other than that, is there anything else that I can help you with? No, that's it. Okay, sir. So thank you for calling Benefits in a Card. Wish you to have a wonderful day, sir. All right. Thank you. Thank you. Bye-bye.