

## Transcript: VICTORIA

Taylor-4771406188036096-5302023300497408

### Full Transcript

Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Yeah, I'm just checking the status of my card. Okay. Just- Uh, what's the name? The name is Louis Mandujano. Okay, and the name of the staffing agency you work through. Serge. All righty. Do you mind verifying your address and date of birth? It's 1051 HIRSCH Boulevard, Calumet City, Illinois 60409. And the date of birth is 09/09/1997. Phone number is 759-0333? Yes. Okay. And then email is gonna be first name and then Global, the number nine, @icloud.com? It's gonna be louisglobal9@gmail.com. Okay. I will go ahead and update that. Now, I don't see that your coverage is currently active at the moment. It looks like hasn't been for a few weeks. The last date of active coverage was on April 6th. Are you still working with Surge? Um, I'm not currently working. They're letting me know when the next position will be available. Okay. Um, so let me just kinda... I can definitely look up your ID card and email it to you, um, 'cause you should have received it by now. Um, but just to let you know, typically how it works when you're not on an assignment with Surge Staffing, since we're not able to deduct a payroll deduction, um, essentially your coverage is not active unless you make a direct payment with us, which you can do over the phone. Um, now, I know we give you four weeks from your last paycheck to where you can make a direct payment for those weeks. Um, regardless if you do or not, on the fifth week of not receiving a payroll deduction, the enrollment will automatically roll over to COBRA until you return on an assignment. COBRA would be the only way to continue the coverage while you're not working, and then when you return back on an assignment with Surge, we would then have to reinstate your coverage. Thank you. Do you know how much I would have to pay right now? So if you were to make a direct payment with us, it's gonna be the same, uh, weekly cost. So it looks like it's \$15.16 a week, and you were not active for this week, last week, or the week before that, so you would have to make a payment for all three weeks, and that would be \$50.40 in total to get you up to date basically. Thank you. And if I did go to, like, a public aid office for the sa- for medical insurance or something, uh, would I, would they give me... Like, would that cancel out this one? I can only have one at a time, or how would that work? I'm not aware of it canceling this o- this out. Um, I don't, I don't know of any re- You'll have to talk to whoever you're trying to go to to get another coverage. I'm not aware of anything like that. But like I said, regardless whether you make the payment for this coverage or not, on the fifth week of not receiving a payroll deduction, the enrollment that you have with us will roll over to COBRA, and that... COBRA, that essentially cancels out your coverage unless you continue it with COBRA until you return on an assignment with Surge. So it's eventually gonna cancel out unless you go back to work, I would say, this week. Oh, okay. Okay. Yeah. All right. Thank you. You're welcome.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yeah, I'm just checking the status of my card.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Just-

Speaker speaker\_0: Uh, what's the name?

Speaker speaker\_1: The name is Louis Mandujano.

Speaker speaker\_0: Okay, and the name of the staffing agency you work through.

Speaker speaker\_1: Serge.

Speaker speaker\_0: All righty. Do you mind verifying your address and date of birth?

Speaker speaker\_1: It's 1051 HIRSCH Boulevard, Calumet City, Illinois 60409. And the date of birth is 09/09/1997.

Speaker speaker\_0: Phone number is 759-0333?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then email is gonna be first name and then Global, the number nine, @icloud.com?

Speaker speaker\_1: It's gonna be louisglobal9@gmail.com.

Speaker speaker\_0: Okay. I will go ahead and update that. Now, I don't see that your coverage is currently active at the moment. It looks like hasn't been for a few weeks. The last date of active coverage was on April 6th. Are you still working with Surge?

Speaker speaker\_1: Um, I'm not currently working. They're letting me know when the next position will be available.

Speaker speaker\_0: Okay. Um, so let me just kinda... I can definitely look up your ID card and email it to you, um, 'cause you should have received it by now. Um, but just to let you know, typically how it works when you're not on an assignment with Surge Staffing, since we're not able to deduct a payroll deduction, um, essentially your coverage is not active unless you make a direct payment with us, which you can do over the phone. Um, now, I know we give you four weeks from your last paycheck to where you can make a direct payment for those weeks. Um, regardless if you do or not, on the fifth week of not receiving a payroll deduction, the enrollment will automatically roll over to COBRA until you return on an assignment. COBRA would be the only way to continue the coverage while you're not working, and then when you return back on an assignment with Surge, we would then have to reinstate your coverage.

Speaker speaker\_1: Thank you. Do you know how much I would have to pay right now?

Speaker speaker\_0: So if you were to make a direct payment with us, it's gonna be the same, uh, weekly cost. So it looks like it's \$15.16 a week, and you were not active for this week, last week, or the week before that, so you would have to make a payment for all three weeks, and that would be \$50.40 in total to get you up to date basically.

Speaker speaker\_1: Thank you. And if I did go to, like, a public aid office for the sa- for medical insurance or something, uh, would I, would they give me... Like, would that cancel out this one? I can only have one at a time, or how would that work?

Speaker speaker\_0: I'm not aware of it canceling this o- this out. Um, I don't, I don't know of any re- You'll have to talk to whoever you're trying to go to to get another coverage. I'm not aware of anything like that. But like I said, regardless whether you make the payment for this coverage or not, on the fifth week of not receiving a payroll deduction, the enrollment that you have with us will roll over to COBRA, and that... COBRA, that essentially cancels out your coverage unless you continue it with COBRA until you return on an assignment with Surge. So it's eventually gonna cancel out unless you go back to work, I would say, this week.

Speaker speaker\_1: Oh, okay. Okay.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome.