

Transcript: VICTORIA

Taylor-5812723948109824-5289625821822976

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, this is Alden Hall. I work for the Surge Staffing at, uh, CRO Fabric, and I'm calling in about the, uh, insurance. Okay. Are you trying to enroll or are you trying to decline? Uh, this will be my first time enrolling because I did not know y'all carried any insurance. Since y'all was a, uh, staffing agency, I didn't know nothing about it. Okay. Are you a new hire with Surge? I've been working with y'all and this is the, um, first time I ever heard about insurance. 'Cause I had to call my medicine in, they asked me did I have insurance, so I was like, "No." And then something just told me to call Surge and see if they carried it. And they was like, "Yeah, they did." So, I want to enroll in it. Okay. Let me pull up your file. What's the last four of your Social? 2068. And your first and last name? Alden Hall. Alden Ray Hall. Okay. And do you mind verifying your address and date of birth? 11/16/74. 11 Theressa Circle, Apartment 103, Waynesboro, Virginia. I mean, no, Verona, Virginia, 24482. Okay. And then phone number is 540-470-4485? Yes, ma'am, it is. And then email is gonna be T-R-E-S-I-N-C-O-S-M-I-T-h|41@gmail.com? No, ma'am. You can scratch that. Okay. It's, uh, it's L-O-T-E-Z-H-A-L-L-R-A-Y@gmail.com. So, L-O-T-E-Z and then H-A-L-L-R-A-Y at gmail.com? Yes, ma'am. Okay. Now, have you been working with Surge or are you a rehire? I've been working with y'all and I just started a new job. Okay. Do you know if they're considering you as a rehire? Only thing I had to do was just... I don't know how, what they can send me last 'cause the only thing I had to do to start the job was just give them a urine sample. And then that was it. Wasn't no paperwork or nothing, so... I guess I was still on staff. Okay. So, I wouldn't be able to get you enrolled into benefits a- as of today. Um, it all depends if they are considering you a rehire, um, which I believe you have to go so many days in between assignments to be considered a rehire. If you are considered a rehire, then at that point we'll be able to get you enrolled. You would have, um, basically the same amount of time as a new hire has, which is 30 days from the date of your first check to get enrolled. Um, so I will have to check on your eligibility on my end, but do you have an idea of what you might want to enroll into if you are eligible? Insurance. Okay. But like, do you... Like, specifically, like what plans? What plans are there? Okay. So there's multiple plans to choose from. So what I'm gonna do is I'm gonna send you a copy- Mm-hmm. ... of the benefits guide to your email since I have to follow up with you anyways about your eligibility. Um, this benefits guide will go over all the plans being offered, what they cover and how much they cost. Um, so you can look over that and then once I get word back about your eligibility, I'll give you a call back. Okay. All righty. Um. Sounds good. I'm gonna send that to the email that you just gave me and then- Mm-hmm. ... uh, do you have any, like, specific questions for me? Mm-mm. I just need health benefits, that's all. I mean, if I could just narrow it down, just cover my medicine and my doctor's appointments. Other than that, I don't need nothing else. Okay. Yeah, um,

the, like I said, there's multiple medical plans to choose from, so, um, and they all work different. That benefits guide though that I'm gonna send to your email is gonna break it down so that you can pick out the plan that's gonna work best for you. Okay. All righty. Um, so it does typically take about 24 to 48 hours for a follow-up, but as soon as I get, uh, word back about your eligibility, I will give you a call back. Yes, ma'am. All righty. You have a wonderful day. You too. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, yes, this is Alden Hall. I work for the Surge Staffing at, uh, CRO Fabric, and I'm calling in about the, uh, insurance.

Speaker speaker_0: Okay. Are you trying to enroll or are you trying to decline?

Speaker speaker_1: Uh, this will be my first time enrolling because I did not know y'all carried any insurance. Since y'all was a, uh, staffing agency, I didn't know nothing about it.

Speaker speaker_0: Okay. Are you a new hire with Surge?

Speaker speaker_1: I've been working with y'all and this is the, um, first time I ever heard about insurance. 'Cause I had to call my medicine in, they asked me did I have insurance, so I was like, "No." And then something just told me to call Surge and see if they carried it. And they was like, "Yeah, they did." So, I want to enroll in it.

Speaker speaker_0: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 2068.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Alden Hall. Alden Ray Hall.

Speaker speaker_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_1: 11/16/74. 11 Theresa Circle, Apartment 103, Waynesboro, Virginia. I mean, no, Verona, Virginia, 24482.

Speaker speaker_0: Okay. And then phone number is 540-470-4485?

Speaker speaker_1: Yes, ma'am, it is.

Speaker speaker_0: And then email is gonna be T-R-E-S-I-N-C-O-S-M-I-T-h|41@gmail.com?

Speaker speaker_1: No, ma'am. You can scratch that.

Speaker speaker_0: Okay.

Speaker speaker_1: It's, uh, it's L-O-T-E-Z-H-A-L-L-R-A-Y@gmail.com.

Speaker speaker_0: So, L-O-T-E-Z and then H-A-L-L-R-A-Y at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Now, have you been working with Surge or are you a rehire?

Speaker speaker_1: I've been working with y'all and I just started a new job.

Speaker speaker_0: Okay. Do you know if they're considering you as a rehire?

Speaker speaker_1: Only thing I had to do was just... I don't know how, what they can send me last 'cause the only thing I had to do to start the job was just give them a urine sample. And then that was it. Wasn't no paperwork or nothing, so... I guess I was still on staff.

Speaker speaker_0: Okay. So, I wouldn't be able to get you enrolled into benefits a- as of today. Um, it all depends if they are considering you a rehire, um, which I believe you have to go so many days in between assignments to be considered a rehire. If you are considered a rehire, then at that point we'll be able to get you enrolled. You would have, um, basically the same amount of time as a new hire has, which is 30 days from the date of your first check to get enrolled. Um, so I will have to check on your eligibility on my end, but do you have an idea of what you might want to enroll into if you are eligible?

Speaker speaker_1: Insurance.

Speaker speaker_0: Okay. But like, do you... Like, specifically, like what plans?

Speaker speaker_1: What plans are there?

Speaker speaker_0: Okay. So there's multiple plans to choose from. So what I'm gonna do is I'm gonna send you a copy-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... of the benefits guide to your email since I have to follow up with you anyways about your eligibility. Um, this benefits guide will go over all the plans being offered, what they cover and how much they cost. Um, so you can look over that and then once I get word back about your eligibility, I'll give you a call back.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Um.

Speaker speaker_1: Sounds good.

Speaker speaker_0: I'm gonna send that to the email that you just gave me and then-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... uh, do you have any, like, specific questions for me?

Speaker speaker_1: Mm-mm. I just need health benefits, that's all. I mean, if I could just narrow it down, just cover my medicine and my doctor's appointments. Other than that, I don't need nothing else.

Speaker speaker_0: Okay. Yeah, um, the, like I said, there's multiple medical plans to choose from, so, um, and they all work different. That benefits guide though that I'm gonna send to your email is gonna break it down so that you can pick out the plan that's gonna work best for you.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Um, so it does typically take about 24 to 48 hours for a follow-up, but as soon as I get, uh, word back about your eligibility, I will give you a call back.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.