

Transcript: VICTORIA

Taylor-6147639365517312-6032712550236160

Full Transcript

Thank you for benefits card. This is Victoria. How can I help you? Victoria, I'm new to Surge and I'm trying to opt out of the benefit plan right now because I have Medicaid. Okay. Have you received your first paycheck yet? Um, I did. I picked it up yesterday. There were some issues with my bank. What's your last- I didn't, I didn't get the right account number or something. The last, uh, digits are 9684. Okay, gotcha. And your first and last name? Andrea Blanco. Do you mind verifying your address and date of birth? Sure. 5223 Archer Number Three, Chicago, 60632. And I'm 11-11-1980. All right, phone number 872-361-3852? Yes, ma'am. And then email is gonna be A-N-O-A-S-I-S, the number four, @aol.com. Yes, ma'am. All right, and you're wanting to decline the auto enrollment? Yeah. Okay. Can we decide to enroll when we get, like, I guess... I guess it's a job, 90 days or something they told us, the contract. So- I wanna see if I'm gonna be there for more than three months or not. Oh, okay. Yeah, so you only have 30 days from the date of your first check with Surge to get enrolled. Um, so for you, it looks like that would be June 6th. Okay. But, um, every year, Surge Staffing does have a open enrollment period which I think takes place in the August timeframe. Let me- Okay. ... check. Yes, it looks like August of every year. So, um... The women in office were saying that it's even better to have the State of Illinois because I have surgery scheduled already. And they don't wanna, they think that they don't, you guys wouldn't cover new, you know, like preexisting stuff. Hmm, I wouldn't- Whatever plan you guys have. Yeah, I can't say for sure just because we're just the administers, we're not the actual insurance company. Ah. That might be something you have to do some research on, but I will tell you this. Okay. What's being offered through Surge is not major medical, so it's not gonna- Ah. ... cover a large portion. No wonder. Yeah. Then I'll keep this one, Victoria. Thank you so much. I'll, I'll tell. All right. I think they're gonna try and counsel me anyway, let's just say Thank you. ... 'cause they see you're making a lot of money in the county. I gotcha. Yeah. All righty, well, I went ahead and declined it- Great support. ... and you're good to go. Okay. Thank you, I appreciate it. Bye-bye. Yes, yes. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for benefits card. This is Victoria. How can I help you?

Speaker speaker_1: Victoria, I'm new to Surge and I'm trying to opt out of the benefit plan right now because I have Medicaid.

Speaker speaker_0: Okay. Have you received your first paycheck yet?

Speaker speaker_1: Um, I did. I picked it up yesterday. There were some issues with my bank.

Speaker speaker_0: What's your last-

Speaker speaker_1: I didn't, I didn't get the right account number or something. The last, uh, digits are 9684.

Speaker speaker_0: Okay, gotcha. And your first and last name?

Speaker speaker_1: Andrea Blanco.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Sure. 5223 Archer Number Three, Chicago, 60632. And I'm 11-11-1980.

Speaker speaker_0: All right, phone number 872-361-3852?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is gonna be A-N-O-A-S-I-S, the number four, @aol.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and you're wanting to decline the auto enrollment?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Can we decide to enroll when we get, like, I guess... I guess it's a job, 90 days or something they told us, the contract.

Speaker speaker_0: So-

Speaker speaker_1: I wanna see if I'm gonna be there for more than three months or not.

Speaker speaker_0: Oh, okay. Yeah, so you only have 30 days from the date of your first check with Surge to get enrolled. Um, so for you, it looks like that would be June 6th.

Speaker speaker_1: Okay.

Speaker speaker_0: But, um, every year, Surge Staffing does have a open enrollment period which I think takes place in the August timeframe. Let me-

Speaker speaker_1: Okay.

Speaker speaker_0: ... check. Yes, it looks like August of every year. So, um...

Speaker speaker_1: The women in office were saying that it's even better to have the State of Illinois because I have surgery scheduled already. And they don't wanna, they think that they don't, you guys wouldn't cover new, you know, like preexisting stuff.

Speaker speaker_0: Hmm, I wouldn't-

Speaker speaker_1: Whatever plan you guys have.

Speaker speaker_0: Yeah, I can't say for sure just because we're just the administrators, we're not the actual insurance company.

Speaker speaker_1: Ah.

Speaker speaker_0: That might be something you have to do some research on, but I will tell you this.

Speaker speaker_1: Okay.

Speaker speaker_0: What's being offered through Surge is not major medical, so it's not gonna-

Speaker speaker_1: Ah.

Speaker speaker_0: ... cover a large portion.

Speaker speaker_1: No wonder.

Speaker speaker_0: Yeah.

Speaker speaker_1: Then I'll keep this one, Victoria. Thank you so much. I'll, I'll tell.

Speaker speaker_0: All right.

Speaker speaker_1: I think they're gonna try and counsel me anyway, let's just say

Speaker speaker_2: Thank you.

Speaker speaker_1: ... 'cause they see you're making a lot of money in the county.

Speaker speaker_0: I gotcha.

Speaker speaker_1: Yeah.

Speaker speaker_0: All righty, well, I went ahead and declined it-

Speaker speaker_1: Great support.

Speaker speaker_0: ... and you're good to go.

Speaker speaker_1: Okay. Thank you, I appreciate it. Bye-bye.

Speaker speaker_0: Yes, yes. Bye-bye.