

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, um, I was trying to access my, um, benefits. I got an email that I have a, a claim with y'all, so I need to get confirmation. Okay. What staffing company do you work with? Surge. And the last four of your social? 5387. Your first and last name? Kyrissa Varner. Um, Mr. Varner, could you verify your address and your date of birth for me? January 3rd, 1982. It's 601 Young Street, Felton, Alabama. And the zip? Uh, my... 36701. Okay. And then we have a, uh, we have the phone number on file as 334-596-7752. Is that still correct? No. It's 334-505-3948. Thank you. Okay. So, I'm not showing that you are currently enrolled in any insurance benefits. What you may have received- Mm-hmm. ... was a, was a text saying that you will be automatically enrolled 30 days after your first check. It doesn't mean that you have insurance now. That means that you, that your, that you, they will enroll you at, within 30 days unless you were state that you did not want any insurance from them. Oh, okay. Well, I want insurance so either I should, I should wait 30 days or how does that go? Yeah, so, um, let's see here. Okay, actually looking at your file, it looks like an eligibility review would need to be done just because we do have some old hire information from Surge Staffing for you. Mm-hmm. Meaning that the automatic enrollment process does no, no longer applies. Um, what we'll do then is I'll send you, I'll send, uh, our eligibility team an email with infor-, uh, to verify your eligibility to enroll- Mm-hmm. ... in the insurance benefits, and then I'll also, um, I'll also send you an email, uh, with the information for what benefits Surge Staffing offers. That way if you do want- Mm-hmm. ... to enroll in any insu-, any insurance from them, you have the information to kind of look over to see what's going to work out for you. Uh, can you- All right. ... verify, we have your email on file. It's like kyrissacovarnar@gmail.com? Gmail.com. That's right. Okay. So I'll send you that information packet. This is coming from info@benefitsinacard.com. You don't see this in your inbox, check your spam folder. And then you should hear from us within the next one to two business days letting you know if we can move forward with any enrollment or not, okay? All right. Thank you. No problem. Anything else for now? No, that's all. All right. Thanks again for calling and have a good day. You too. All right. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, um, I was trying to access my, um, benefits. I got an email that I have a, a claim with y'all, so I need to get confirmation.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5387.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Kyrissa Varner.

Speaker speaker_0: Um, Mr. Varner, could you verify your address and your date of birth for me?

Speaker speaker_1: January 3rd, 1982. It's 601 Young Street, Felton, Alabama.

Speaker speaker_0: And the zip?

Speaker speaker_1: Uh, my... 36701.

Speaker speaker_0: Okay. And then we have a, uh, we have the phone number on file as 334-596-7752. Is that still correct?

Speaker speaker_1: No. It's 334-505-3948.

Speaker speaker_0: Thank you. Okay. So, I'm not showing that you are currently enrolled in any insurance benefits. What you may have received-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... was a, was a text saying that you will be automatically enrolled 30 days after your first check. It doesn't mean that you have insurance now. That means that you, that your, that you, they will enroll you at, within 30 days unless you were state that you did not want any insurance from them.

Speaker speaker_1: Oh, okay. Well, I want insurance so either I should, I should wait 30 days or how does that go?

Speaker speaker_0: Yeah, so, um, let's see here. Okay, actually looking at your file, it looks like an eligibility review would need to be done just because we do have some old hire information from Surge Staffing for you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Meaning that the automatic enrollment process does no, no longer applies. Um, what we'll do then is I'll send you, I'll send, uh, our eligibility team an email with infor-, uh, to verify your eligibility to enroll-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... in the insurance benefits, and then I'll also, um, I'll also send you an email, uh, with the information for what benefits Surge Staffing offers. That way if you do want-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to enroll in any insu-, any insurance from them, you have the information to kind of look over to see what's going to work out for you. Uh, can you-

Speaker speaker_1: All right.

Speaker speaker_0: ... verify, we have your email on file. It's like kyrissacovarnar@gmail.com?

Speaker speaker_1: Gmail.com. That's right.

Speaker speaker_0: Okay. So I'll send you that information packet. This is coming from info@benefitsinacard.com. You don't see this in your inbox, check your spam folder. And then you should hear from us within the next one to two business days letting you know if we can move forward with any enrollment or not, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem. Anything else for now?

Speaker speaker_1: No, that's all.

Speaker speaker_0: All right. Thanks again for calling and have a good day.

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye now.