

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, my, my name is Barry and I'm calling to speak to someone about activating my medical benefits. Okay. Uh, what staffing company do you work with? Surge. And the last four of your Social? 0004. Okay. And what was the last name again, sir? Davis. Right. Mr. Davis, could you verify your address and your date of birth for me please? 6513 Sale Street, Unit 8, Greenville, Texas 75402, 010873. Okay. Phone on file 430-346-2469. Is that correct? Yes. Okay. Uh, I'm showing it looks like you're already enrolled. Um, you have the medical... The VIP Standard Medical Policy along with dental, vision and group accident. As far as activation, it does not look like any information regarding any sort of hire date or payroll has been received yet. Um, have you started working through Surge yet? I start today, uh, this evening at 6:30 PM. Okay. So then you're... So then there's more or less just a delay because of the, the del- like, like cover the gap between when you signed up for insurance and when you actually start work. Um, because policies cannot become effective until a deduction happens out of your paycheck. But if you haven't even received a paycheck yet, then there's no way for you to have any sort of insurance yet. Um- Okay. I, I will... Okay. Yeah, so, so at this point, we're just kind of waiting on you to start working, uh, start receiving payroll stuff through Surge. Uh, once that happens, we'll let them know like, "Hey, uh, you're enrolled. This is how much needs to be taken out of your checks to start up your, to start up your insurance policies." Once... Uh, just keep an eye on your pay stubs here in the future. Um, look out for the deductions equal- uh, totaling up to \$25.91 per week. Once you see that deduction happen, your policy is effective the following Monday, and you should receive ID cards about a week or two after that. Okay. Uh, th- do the ID cards come to Surge or to my address? Uh, they go to your address, the one that's on file. Okay. And I guess the last question. Will I know, like, what doctors to go to and my copay fee, all that type of thing? Uh, the, the ID cards sh- uh, will have information on how to locate participating providers, as well as the customer service numbers for the different carriers if you need any assistance or any information on what exactly your plans will cover. Last thing, is there something that, uh, give, uh... Is there something there for medical prescriptions? Uh, your medical policy does c- does include a prescription, uh, prescription coverage. Yes, sir. Okay. That, that's all I need. Thank you and you have a great rest of your day. You as well, sir. Thanks for calling. Bye now. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, my, my name is Barry and I'm calling to speak to someone about activating my medical benefits.

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0004.

Speaker speaker_1: Okay. And what was the last name again, sir?

Speaker speaker_2: Davis.

Speaker speaker_1: Right. Mr. Davis, could you verify your address and your date of birth for me please?

Speaker speaker_2: 6513 Sale Street, Unit 8, Greenville, Texas 75402, 010873.

Speaker speaker_1: Okay. Phone on file 430-346-2469. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, I'm showing it looks like you're already enrolled. Um, you have the medical... The VIP Standard Medical Policy along with dental, vision and group accident. As far as activation, it does not look like any information regarding any sort of hire date or payroll has been received yet. Um, have you started working through Surge yet?

Speaker speaker_2: I start today, uh, this evening at 6:30 PM.

Speaker speaker_1: Okay. So then you're... So then there's more or less just a delay because of the, the del- like, like cover the gap between when you signed up for insurance and when you actually start work. Um, because policies cannot become effective until a deduction happens out of your paycheck. But if you haven't even received a paycheck yet, then there's no way for you to have any sort of insurance yet. Um-

Speaker speaker_2: Okay. I, I will... Okay.

Speaker speaker_1: Yeah, so, so at this point, we're just kind of waiting on you to start working, uh, start receiving payroll stuff through Surge. Uh, once that happens, we'll let them know like, "Hey, uh, you're enrolled. This is how much needs to be taken out of your checks to start up your, to start up your insurance policies." Once... Uh, just keep an eye on your pay stubs here in the future. Um, look out for the deductions equal- uh, totaling up to \$25.91 per week. Once you see that deduction happen, your policy is effective the following Monday, and you should receive ID cards about a week or two after that.

Speaker speaker_2: Okay. Uh, th- do the ID cards come to Surge or to my address?

Speaker speaker_1: Uh, they go to your address, the one that's on file.

Speaker speaker_2: Okay. And I guess the last question. Will I know, like, what doctors to go to and my copay fee, all that type of thing?

Speaker speaker_1: Uh, the, the ID cards sh- uh, will have information on how to locate participating providers, as well as the customer service numbers for the different carriers if you need any assistance or any information on what exactly your plans will cover.

Speaker speaker_2: Last thing, is there something that, uh, give, uh... Is there something there for medical prescriptions?

Speaker speaker_1: Uh, your medical policy does c- does include a prescription, uh, prescription coverage. Yes, sir.

Speaker speaker_2: Okay. That, that's all I need. Thank you and you have a great rest of your day.

Speaker speaker_1: You as well, sir. Thanks for calling. Bye now.

Speaker speaker_2: Okay. Bye-bye.