

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 on a Card, this is Chris. How can I help you today? I'd like to enroll. Okay. And what staffing company do you work with? Serge. Okay. And last four of your Social? 1132. Okay. Your first and last name? Kirstie Sims. I'm sorry, what was the last name again? Sims. S-I-M-S. Okay. Are you a brand new hire with Surge, Ms. Sims? Yes. Okay. In order to get you enrolled into any coverage from them, I will need to create a file on our system. Um... Okay. In order to get that file created, I'm gonna need to get a little bit more information from you starting with I will need your full Social at this time. 228-65-1132. Okay. And then what was the first name one more time? Kirstie. K-I-R-S-T-I-E. Thank you. Ms. Sims, what's your current mailing address? 1001 Hopeman Parkway, Apartment U4, in Waynesboro, Virginia 22980. Thank you. Your date of birth? Mm-hmm. 6/11/92. And then a good phone number for you? 540-46- sorry, 5161. Thank you. And then, did you have an idea of what kind of insurance you wanted to enroll into, ma'am? Um, what kind are you, are you offering? 'Cause I'm on the, um, I'm on the Welcome to Surge Staffing LLC, and it says enrolled or decline coverage. Yeah, so this is for, like, health insurance benefits to, uh, for, like- Right. ... medical, dental, vision, or anything like that. Yeah. Can I do all those? Yeah. So, uh, so as far as medical, there's three options. There's a preventative care plan that would cover things like physicals, vaccinations, cancer screenings, um, Pap smears, mammograms, services like that. Um, that plan is \$15.16 a week if it's for just yourself. Um... Okay. That plan, while it covers those preventative services, it does not cover any regular treatment services, like if you're sick or injured. Um, those would be covered by either the VIP Standard or VIP Classic plans. Um, those are, those will cover the doctor's visits and hospital visits if you're sick or anything like that. Um, Standard is \$17.63 a week and Classic is \$19.53 a week. Um, the only difference between these is that Classic's gonna pay a little bit more for, like, surgeries as well as provide benefits for rehab and ICU. Otherwise, they're more or less the same. Um, you can enroll into that preventative care plan and one of the VIP plans at the same time if you feel like you need both types of benefit. Again, preventative care would be \$15.16 a week, VIP is \$17.63 a week, and VIP Classic is \$19.53 a week. Okay, I'll do the first one. The, just the preventative only? Yeah. Okay. And then dental is \$4.17 a week, vision is \$2.15 a week. Um, and then there are other benefits available. There's a life insurance policy, accident coverage, behavioral health, or, like, mental, mental health services, um, short-term disability, and critical illness. Were you interested in any of those? Um, can I do the life insurance? Okay. Yeah. And then who would you like to name as the beneficiary for that? Um, Chardnea, C-H-A-R-D-N-E-A. Simms, S-I-M-M-S. Okay, and her relationship to you? My daughter. Your daughter, got it. Okay. All right, we've got, um, the preventative care, dental, vision, and life. Was there anything else? Um, no, this is it. All right, and this was all for just yourself, correct?

Yes. All right. One moment here. Hm. All right, this totals out to \$22.55 per week. Do you authorize Surge to make these deductions? Yes. All right. It's gonna take about one to two weeks for the enrollment to process. Once processing's complete, you should start seeing those deductions coming out of your checks. The Monday following the first deduction out of your check is when the policy becomes effective. ID cards will typically arrive about a week or two after that effective day, okay? Okay. All right. Was there anything else? Nope, that's it. All right. If that's everything, thanks again for calling and have a wonderful day. You too, thank you. You're welcome. Mm, bye now. 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 on a Card, this is Chris. How can I help you today?

Speaker speaker_2: I'd like to enroll.

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

Speaker speaker_2: Serge.

Speaker speaker_1: Okay. And last four of your Social?

Speaker speaker_2: 1132.

Speaker speaker_1: Okay. Your first and last name?

Speaker speaker_2: Kirstie Sims.

Speaker speaker_1: I'm sorry, what was the last name again?

Speaker speaker_2: Sims. S-I-M-S.

Speaker speaker_1: Okay. Are you a brand new hire with Surge, Ms. Sims?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. In order to get you enrolled into any coverage from them, I will need to create a file on our system. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: In order to get that file created, I'm gonna need to get a little bit more information from you starting with I will need your full Social at this time.

Speaker speaker_2: 228-65-1132.

Speaker speaker_1: Okay. And then what was the first name one more time?

Speaker speaker_2: Kirstie. K-I-R-S-T-I-E.

Speaker speaker_1: Thank you. Ms. Sims, what's your current mailing address?

Speaker speaker_2: 1001 Hopeman Parkway, Apartment U4, in Waynesboro, Virginia 22980.

Speaker speaker_1: Thank you. Your date of birth?

Speaker speaker_2: Mm-hmm. 6/11/92.

Speaker speaker_1: And then a good phone number for you?

Speaker speaker_2: 540-46- sorry, 5161.

Speaker speaker_1: Thank you. And then, did you have an idea of what kind of insurance you wanted to enroll into, ma'am?

Speaker speaker_2: Um, what kind are you, are you offering? 'Cause I'm on the, um, I'm on the Welcome to Surge Staffing LLC, and it says enrolled or decline coverage.

Speaker speaker_1: Yeah, so this is for, like, health insurance benefits to, uh, for, like-

Speaker speaker_2: Right.

Speaker speaker_1: ... medical, dental, vision, or anything like that.

Speaker speaker_2: Yeah. Can I do all those?

Speaker speaker_1: Yeah. So, uh, so as far as medical, there's three options. There's a preventative care plan that would cover things like physicals, vaccinations, cancer screenings, um, Pap smears, mammograms, services like that. Um, that plan is \$15.16 a week if it's for just yourself. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: That plan, while it covers those preventative services, it does not cover any regular treatment services, like if you're sick or injured. Um, those would be covered by either the VIP Standard or VIP Classic plans. Um, those are, those will cover the doctor's visits and hospital visits if you're sick or anything like that. Um, Standard is \$17.63 a week and Classic is \$19.53 a week. Um, the only difference between these is that Classic's gonna pay a little bit more for, like, surgeries as well as provide benefits for rehab and ICU. Otherwise, they're more or less the same. Um, you can enroll into that preventative care plan and one of the VIP plans at the same time if you feel like you need both types of benefit. Again, preventative care would be \$15.16 a week, VIP is \$17.63 a week, and VIP Classic is \$19.53 a week.

Speaker speaker_2: Okay, I'll do the first one.

Speaker speaker_1: The, just the preventative only?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And then dental is \$4.17 a week, vision is \$2.15 a week. Um, and then there are other benefits available. There's a life insurance policy, accident coverage, behavioral health, or, like, mental, mental health services, um, short-term disability, and

critical illness. Were you interested in any of those?

Speaker speaker_2: Um, can I do the life insurance?

Speaker speaker_1: Okay. Yeah. And then who would you like to name as the beneficiary for that?

Speaker speaker_2: Um, Chardnea, C-H-A-R-D-N-E-A. Simms, S-I-M-M-S.

Speaker speaker_1: Okay, and her relationship to you?

Speaker speaker_2: My daughter.

Speaker speaker_1: Your daughter, got it. Okay. All right, we've got, um, the preventative care, dental, vision, and life. Was there anything else?

Speaker speaker_2: Um, no, this is it.

Speaker speaker_1: All right, and this was all for just yourself, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. One moment here.

Speaker speaker_2: Hm.

Speaker speaker_1: All right, this totals out to \$22.55 per week. Do you authorize Surge to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. It's gonna take about one to two weeks for the enrollment to process. Once processing's complete, you should start seeing those deductions coming out of your checks. The Monday following the first deduction out of your check is when the policy becomes effective. ID cards will typically arrive about a week or two after that effective day, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: All right. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: You too, thank you.

Speaker speaker_1: You're welcome. Mm, bye now.

Speaker speaker_2: Bye.