

Transcript: Chris Sofield

(deactivated)-5535186183307264-5572133203263488

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. Good afternoon. My name's Debbie. I am calling for a... He's currently here with me. His name is Walt Berluth. He currently has, I guess, Benefit in a Card. He did receive the card from... Um, he was automatically enrolled from, like, his employer, and he just had some questions 'cause when we called the an- when we called HR, they told us they can't really answer any questions, to call you guys. Okay. Um, let's see here. What staffing company is this for? Um, he's with the Surg, like Surge. S-U-R-G-E. And last four of the Social? . . . Huh? . . Um, 9663. And what was his first and last name? Uh, last name Berluth, B as in boy, E-R-L-U-S. First name, R-O-L-P-H. Okay, thank you. All right, and... All right. Just con- uh, just confirm me for a sec. Confirm something for me. I assume you're translating for him? Mm-hmm. Okay. Uh, can y- uh, can you ask him to, uh, just verify his, uh, current mailing address as well as his date of birth? Please do a very serious, very serious, um, address 08 circle. What did you say? Just 08 circle. Say it... No, in English. English? Yeah. Um, 08232003. Did you get that? Yes, I heard that, and then what's his address? Address, no. Yeah. Um, 5-6... Um, 5764, uh, Royal? Yeah. Um... Hills. Hills. Um, Winter Haven. Okay. Okay. Um, all right. So ma'am, if- if- if- if, if you know his address you can, you can say it. Uh, I was just, I was just, uh, making sure that he was there while I asked these questions to verify everything. Oh. Oh, yes. He's here. The address is 5764 Royal Hills Circle. I don't have an address here. And the city stands at? Yeah, Winter Haven, Florida, 33881. Okay. Um, we have a different address on file. Uh, does he... Or do you know if he had an address in... anything before this one? Oh, he said, um, he had used his previous address because 806 JB Avenue. Davenport, Florida. What does it go? . Uh-huh. . 33897. This is it. Okay. All right. I'll go ahead and update this now, um, to his new address. And then we have his phone number on file as 863-331-9744. Is that correct? 863-33... You heard him? . Yes. . Uh-huh. . What was the last four digits? Just want to confirm with him. Uh, yeah. The phone number we have, 863-331-9744. 9744. Yes. Okay. All right. And yeah, so it does look like, uh, the... This was due to an automatic enrollment process, um, that- that Surge Staffing does for all new hires. Um, so that's why he got enrolled. Uh, he, he said he's looking to cancel that? No, not canceled. He just wanted to know what was covered and also, um, when we asked, uh, staffing, they said dental was not included. He wanted to know if he's able to add dental as well. Okay. Okay, so, all right, now I understand. So, what the plan covers is things like preventative care services. So, for example, uh, physicals, vaccines, cancer screenings, uh, services like that. That's kind of all that that plan covers though. Um, this, this plan does not include dental or vision or anything like that, and while those are options from Surge Staffing, he's not currently eligible to add those on. Um, he would have to- Okay. ... have a qualifying life event, like losing dental coverage or anything else from a d- from a different insurance company entirely. Outside of

that, he's going to have to wait until open enrollment, which open enrollment for Surge Staffing is typically in August. August. Oh, I thought it was November through January. So it's different for them. Uh, that you may be thinking of, like, marketplace open enrollment. Um, but no, this is- Mm-hmm. ... like, yeah, this is Surge's company-specific open enrollment. Oh, okay. Um, . I'm sorry. I'm just translating. . And, okay, and he wanted me to ask, um, if he wanted to get just, like, a regular, um, STD panel, like would that be covered under his plan? Or no? Um, one moment. Let me see if I have any information on that. Looks like certain screenings for certain, uh, STDs are, are covered under this plan. Uh, for like... Yeah, so, so there are, there are certain, um... Yeah, so there- Okay. ... there are screenings available, like that- that are covered for those kinds of things. Um, anything specific, you may want to get in contact with the actual insurance company. Now, if he has his ID card, there should be a phone number on that ID card ending in, I believe it is, 4296. Um, if you call that number and press option one, that'll get you in touch with 90 Degree Benefits, who is the actual insurance company, and they'd be able to answer more detailed questions, like more detailed information than I can. All right, sounds good. . Okay? . Okay? . Oh, he said okay. Thank you. No problem. Was there anything else? No, we're all set. Have a good one. All right. Thanks for calling. Have a good one. You too.

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: Hi, Chris. Good afternoon. My name's Debbie. I am calling for a... He's currently here with me. His name is Walt Berluth. He currently has, I guess, Benefit in a Card. He did receive the card from... Um, he was automatically enrolled from, like, his employer, and he just had some questions 'cause when we called the an- when we called HR, they told us they can't really answer any questions, to call you guys.

Speaker speaker_0: Okay. Um, let's see here. What staffing company is this for?

Speaker speaker_1: Um, he's with the Surg, like Surge. S-U-R-G-E.

Speaker speaker_0: And last four of the Social?

Speaker speaker_1: .

Speaker speaker_2: .

Speaker speaker_1: .

Speaker speaker_2: .

Speaker speaker_1: Huh?

Speaker speaker_2: .

Speaker speaker_1: . Um, 9663.

Speaker speaker_0: And what was his first and last name?

Speaker speaker_1: Uh, last name Berluth, B as in boy, E-R-L-U-S. First name, R-O-L-P-H.

Speaker speaker_0: Okay, thank you. All right, and... All right. Just con- uh, just confirm me for a sec. Confirm something for me. I assume you're translating for him?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Uh, can y- uh, can you ask him to, uh, just verify his, uh, current mailing address as well as his date of birth?

Speaker speaker_1: Please do a very serious, very serious, um, address 08 circle.

Speaker speaker_2: What did you say?

Speaker speaker_1: Just 08 circle.

Speaker speaker_2: Say it...

Speaker speaker_1: No, in English.

Speaker speaker_2: English?

Speaker speaker_1: Yeah.

Speaker speaker_2: Um, 08232003.

Speaker speaker_1: Did you get that?

Speaker speaker_0: Yes, I heard that, and then what's his address?

Speaker speaker_1: Address, no. Yeah.

Speaker speaker_2: Um, 5-6... Um, 5764, uh, Royal?

Speaker speaker_1: Yeah.

Speaker speaker_2: Um... Hills.

Speaker speaker_1: Hills.

Speaker speaker_2: Um, Winter Haven.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, all right. So ma'am, if- if- if- if, if you know his address you can, you can say it. Uh, I was just, I was just, uh, making sure that he was there while I asked these questions to verify everything.

Speaker speaker_1: Oh. Oh, yes. He's here. The address is 5764 Royal Hills Circle.

Speaker speaker_2: I don't have an address here.

Speaker speaker_0: And the city stands at?

Speaker speaker_1: Yeah, Winter Haven, Florida, 33881.

Speaker speaker_0: Okay. Um, we have a different address on file. Uh, does he... Or do you know if he had an address in... anything before this one?

Speaker speaker_1: Oh, he said, um, he had used his previous address because 806 JB Avenue. Davenport, Florida. What does it go?

Speaker speaker_2: .

Speaker speaker_1: Uh-huh.

Speaker speaker_2: .

Speaker speaker_1: 33897. This is it.

Speaker speaker_0: Okay. All right. I'll go ahead and update this now, um, to his new address. And then we have his phone number on file as 863-331-9744. Is that correct?

Speaker speaker_1: 863-33... You heard him?

Speaker speaker_2: .

Speaker speaker_1: Yes.

Speaker speaker_2: .

Speaker speaker_1: Uh-huh.

Speaker speaker_2: .

Speaker speaker_1: What was the last four digits? Just want to confirm with him.

Speaker speaker_0: Uh, yeah. The phone number we have, 863-331-9744.

Speaker speaker_1: 9744. Yes.

Speaker speaker_0: Okay. All right. And yeah, so it does look like, uh, the... This was due to an automatic enrollment process, um, that- that Surge Staffing does for all new hires. Um, so that's why he got enrolled. Uh, he, he said he's looking to cancel that?

Speaker speaker_1: No, not canceled. He just wanted to know what was covered and also, um, when we asked, uh, staffing, they said dental was not included. He wanted to know if he's able to add dental as well.

Speaker speaker_0: Okay. Okay, so, all right, now I understand. So, what the plan covers is things like preventative care services. So, for example, uh, physicals, vaccines, cancer screenings, uh, services like that. That's kind of all that that plan covers though. Um, this, this plan does not include dental or vision or anything like that, and while those are options from Surge Staffing, he's not currently eligible to add those on. Um, he would have to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... have a qualifying life event, like losing dental coverage or anything else from a d- from a different insurance company entirely. Outside of that, he's going to have to wait until open enrollment, which open enrollment for Surge Staffing is typically in August.

Speaker speaker_1: August. Oh, I thought it was November through January. So it's different for them.

Speaker speaker_0: Uh, that you may be thinking of, like, marketplace open enrollment. Um, but no, this is-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... like, yeah, this is Surge's company-specific open enrollment.

Speaker speaker_1: Oh, okay. Um, . I'm sorry. I'm just translating. . And, okay, and he wanted me to ask, um, if he wanted to get just, like, a regular, um, STD panel, like would that be covered under his plan? Or no?

Speaker speaker_0: Um, one moment. Let me see if I have any information on that. Looks like certain screenings for certain, uh, STDs are, are covered under this plan. Uh, for like... Yeah, so, so there are, there are certain, um... Yeah, so there-

Speaker speaker_1: Okay.

Speaker speaker_0: ... there are screenings available, like that- that are covered for those kinds of things. Um, anything specific, you may want to get in contact with the actual insurance company. Now, if he has his ID card, there should be a phone number on that ID card ending in, I believe it is, 4296. Um, if you call that number and press option one, that'll get you in touch with 90 Degree Benefits, who is the actual insurance company, and they'd be able to answer more detailed questions, like more detailed information than I can.

Speaker speaker_1: All right, sounds good. . Okay?

Speaker speaker_2: .

Speaker speaker_1: Okay?

Speaker speaker_2: .

Speaker speaker_1: Oh, he said okay. Thank you.

Speaker speaker_0: No problem. Was there anything else?

Speaker speaker_1: No, we're all set. Have a good one.

Speaker speaker_0: All right. Thanks for calling. Have a good one.

Speaker speaker_1: You too.