

Transcript: Chris Sofield

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Full Transcript

Your call- Hello? ... will be monitored or recorded for quality assurance purposes. Hello? Hey, may I -- good evening. Can I speak with Steven Parsley, please? Yeah, who is this? This is Chris with Benefits and the Card calling on behalf of Surge Staffing. We spoke earlier this week. Oh, okay. Cool. What's up, buddy? I'm doing all right, sir. How about yourself? I'm cool. I'm just, uh, on break, about to go back in here to work. Understood. I'll try to make it quick. Uh, call is being recorded for quality assurance, uh, and training purposes. Uh, we got the, uh, email that you sent us regarding you losing your insurance elsewhere. You are currently eligible to enroll into benefits. Uh, looks like you've got between now and January 10th to make any decisions. Uh, did you have an idea of what you wanted to enroll into? Yeah, I mean, I, I, I need health insurance because they're cutting me off. The 31st, I'm done. Okay. So, is it just medical you need or did you need, like, dental, vision, anything else? Hold on a second, let me put you on speakerphone. Okay. What'd you say now? I said was it just medical that you needed or was it, like, dental and vision or, like, short-term disability, life insurance, anything like that? Yeah, I just, just, uh, I, I go to a psychiatrist and he gives me meds every month, so that's really all I do. Like, I, I don't need dental. Um, I really don't need eyes or none of that because I got glasses, you know what I mean? Okay. All right. So, medical and you need specifically for, like, doctor's visits. Okay. So, that's either going to be the VIP Standard or the VIP Classic plan, um, as far as the, uh, office visits. Um, it's... They're pretty much as far as office visits going to be the same thing. Um, so the... J- the, where they differ is that, like, Classic will give you more for, like, surgeries or rehab services than Standard will. Uh, Standard is \$17.63 a week if it's for just you. Classic's \$19.53 a week if it's for just you. It's how much? Uh, Standard is \$17.63 a week and Classic is \$19.53 a week. Yeah, I mean, so which one you think I need? I... Unfortunately, I can't give you a recommendation. Oh. Uh, those two are the... Yeah, those two are the only plans that- Wait, w-... Will you repeat- Sorry, what? ... them again? Will you repeat them again because I was kind of, like, dazed and confused. No, you're fine. Uh, they both cover doctor's visits, they both cover hospital visits, they both cover... Uh, they do both cover prescriptions as well. Um, th- where they differ is that the Classic pays a little bit more specifically towards, like, hospitalizations, surgeries, um, as well as giving more benefits for, like, ICU and rehab. As far as standard physician's office visits or any sort of doctor's visits, they're more or less the same plan. Yeah, I don't need... Yeah, I don't need the one for, like, surgeries and stuff like that. All right, so the VIP Standard. And then just... And then, uh, like I said, this plan does cover prescriptions, but there is a secondary prescription plan that you can get as well called FreeRx. Um, that if it's a covered medication under their formulary, um, it's completely free out of pocket for you. You have no out-of-pocket costs. Uh, that's \$5.99 a week if you wanted that. \$5.99 a week for what? Uh, it's prescription coverage, specifically prescription coverage. Um,

it's different... It's separate from the prescription coverage already in the medical plan and with that pl- with that coverage, if it's, if it's a covered medication then you have nothing... You don't pay a single cent towards it. Yeah, I mean, if it's only \$5 a week, yeah. All right. So medical and the... that prescrip- So, so, so does that mean... Let me ask you this. So, does that mean... Uh, li- like, when I go to the doctor with the other plan, you have copays and stuff and if I pay the extra \$5, you want to take copays? Is that what you're saying? No, no, no. So, it has nothing to do with copays. It's specifically for the- That \$5.99 is specifically for the prescriptions, for the medications. Yeah, that's fine. Whatever. Okay. All right. So, so, th- the plans can- Hold, hold, hold, hold, hold, hold on. Hold on a second, bud. Yeah. So, so the pl- so the plan I want will cover prescriptions, right? Yes. Now, that plan has pre- How that plan's prescription coverage works is that if it's covered, it's a \$10, \$20 or \$30, uh, copay for generics. Um, whereas with the \$5.99 add-on, if it's covered under that plan, it's free. Okay. Yeah, I'll pay the extra. I'm not driven. Okay. So, the total between those two is \$23.62 cent per week. Do you authorize Surge to make those deductions? Yeah. \$5.99, you said? Uh, yeah. \$5.99 for that st- that prescription add-on and then \$17.63 for the medical, t- totaling \$23.62. Yeah, that's fine. And that will come off my paycheck? Yes. So, uh, do you authorize that to happen? Yes. All right. It'll take about a week or two for this to process. Once everything, uh, once everything processes, you should start seeing those deductions happen. Monday following the first deduction is when policy is effective. ID cards should arrive about a week or two after that. Okay, cool. All right. Any- But you guys can, like... But, but you guys can, like, uh, email me a copy of... Uh, li- li- like, a copy of the card that has, like, the ID? Because you know how they like to give you, like, an ID number for your account or whatever, for the doctor or whatever? Yeah. Okay, cool. We can, we can do that. Once you see that deduction happen, give us a call fol- like, probably the Wednesday or Thursday after that and then we should be able to pull that for you. All right, cool. Well, I appreciate you calling me, man. No problem. Anything else? Nope, that's it. All right. Thanks for taking the time to speak with me. You have a wonderful day. All right. You too, man. All right. Bye now.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello?

Speaker speaker_0: ... will be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, may I -- good evening. Can I speak with Steven Parsley, please?

Speaker speaker_1: Yeah, who is this?

Speaker speaker_2: This is Chris with Benefits and the Card calling on behalf of Surge Staffing. We spoke earlier this week.

Speaker speaker_1: Oh, okay. Cool. What's up, buddy?

Speaker speaker_2: I'm doing all right, sir. How about yourself?

Speaker speaker_1: I'm cool. I'm just, uh, on break, about to go back in here to work.

Speaker speaker_2: Understood. I'll try to make it quick. Uh, call is being recorded for quality assurance, uh, and training purposes. Uh, we got the, uh, email that you sent us regarding you losing your insurance elsewhere. You are currently eligible to enroll into benefits. Uh, looks like you've got between now and January 10th to make any decisions. Uh, did you have an idea of what you wanted to enroll into?

Speaker speaker_1: Yeah, I mean, I, I, I need health insurance because they're cutting me off. The 31st, I'm done.

Speaker speaker_2: Okay. So, is it just medical you need or did you need, like, dental, vision, anything else?

Speaker speaker_1: Hold on a second, let me put you on speakerphone.

Speaker speaker_2: Okay.

Speaker speaker_1: What'd you say now?

Speaker speaker_2: I said was it just medical that you needed or was it, like, dental and vision or, like, short-term disability, life insurance, anything like that?

Speaker speaker_1: Yeah, I just, just, uh, I, I go to a psychiatrist and he gives me meds every month, so that's really all I do. Like, I, I don't need dental. Um, I really don't need eyes or none of that because I got glasses, you know what I mean?

Speaker speaker_2: Okay. All right. So, medical and you need specifically for, like, doctor's visits. Okay. So, that's either going to be the VIP Standard or the VIP Classic plan, um, as far as the, uh, office visits. Um, it's... They're pretty much as far as office visits going to be the same thing. Um, so the... J- the, where they differ is that, like, Classic will give you more for, like, surgeries or rehab services than Standard will. Uh, Standard is \$17.63 a week if it's for just you. Classic's \$19.53 a week if it's for just you.

Speaker speaker_1: It's how much?

Speaker speaker_2: Uh, Standard is \$17.63 a week and Classic is \$19.53 a week.

Speaker speaker_1: Yeah, I mean, so which one you think I need?

Speaker speaker_2: I... Unfortunately, I can't give you a recommendation.

Speaker speaker_1: Oh.

Speaker speaker_2: Uh, those two are the... Yeah, those two are the only plans that-

Speaker speaker_1: Wait, w-... Will you repeat-

Speaker speaker_2: Sorry, what?

Speaker speaker_1: ... them again? Will you repeat them again because I was kind of, like, dazed and confused.

Speaker speaker_2: No, you're fine. Uh, they both cover doctor's visits, they both cover hospital visits, they both cover... Uh, they do both cover prescriptions as well. Um, th- where they differ is that the Classic pays a little bit more specifically towards, like, hospitalizations, surgeries, um, as well as giving more benefits for, like, ICU and rehab. As far as standard physician's office visits or any sort of doctor's visits, they're more or less the same plan.

Speaker speaker_1: Yeah, I don't need... Yeah, I don't need the one for, like, surgeries and stuff like that.

Speaker speaker_2: All right, so the VIP Standard. And then just... And then, uh, like I said, this plan does cover prescriptions, but there is a secondary prescription plan that you can get as well called FreeRx. Um, that if it's a covered medication under their formulary, um, it's completely free out of pocket for you. You have no out-of-pocket costs. Uh, that's \$5.99 a week if you wanted that.

Speaker speaker_1: \$5.99 a week for what?

Speaker speaker_2: Uh, it's prescription coverage, specifically prescription coverage. Um, it's different... It's separate from the prescription coverage already in the medical plan and with that pl- with that coverage, if it's, if it's a covered medication then you have nothing... You don't pay a single cent towards it.

Speaker speaker_1: Yeah, I mean, if it's only \$5 a week, yeah.

Speaker speaker_2: All right. So medical and the... that prescrip-

Speaker speaker_1: So, so, so does that mean... Let me ask you this. So, does that mean... Uh, li- like, when I go to the doctor with the other plan, you have copays and stuff and if I pay the extra \$5, you want to take copays? Is that what you're saying?

Speaker speaker_2: No, no, no. So, it has nothing to do with copays. It's specifically for the- That \$5.99 is specifically for the prescriptions, for the medications.

Speaker speaker_1: Yeah, that's fine. Whatever.

Speaker speaker_2: Okay. All right. So, so, th- the plans can-

Speaker speaker_1: Hold, hold, hold, hold, hold, hold on. Hold on a second, bud.

Speaker speaker_2: Yeah.

Speaker speaker_1: So, so the pl- so the plan I want will cover prescriptions, right?

Speaker speaker_2: Yes. Now, that plan has pre- How that plan's prescription coverage works is that if it's covered, it's a \$10, \$20 or \$30, uh, copay for generics. Um, whereas with the \$5.99 add-on, if it's covered under that plan, it's free.

Speaker speaker_1: Okay. Yeah, I'll pay the extra. I'm not driven.

Speaker speaker_2: Okay. So, the total between those two is \$23.62 cent per week. Do you authorize Surge to make those deductions?

Speaker speaker_1: Yeah. \$5.99, you said?

Speaker speaker_2: Uh, yeah. \$5.99 for that st- that prescription add-on and then \$17.63 for the medical, t- totaling \$23.62.

Speaker speaker_1: Yeah, that's fine. And that will come off my paycheck?

Speaker speaker_2: Yes. So, uh, do you authorize that to happen?

Speaker speaker_1: Yes.

Speaker speaker_2: All right. It'll take about a week or two for this to process. Once everything, uh, once everything processes, you should start seeing those deductions happen. Monday following the first deduction is when policy is effective. ID cards should arrive about a week or two after that.

Speaker speaker_1: Okay, cool.

Speaker speaker_2: All right. Any-

Speaker speaker_1: But you guys can, like... But, but you guys can, like, uh, email me a copy of... Uh, li- li- like, a copy of the card that has, like, the ID? Because you know how they like to give you, like, an ID number for your account or whatever, for the doctor or whatever?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, cool.

Speaker speaker_2: We can, we can do that. Once you see that deduction happen, give us a call fol- like, probably the Wednesday or Thursday after that and then we should be able to pull that for you.

Speaker speaker_1: All right, cool. Well, I appreciate you calling me, man.

Speaker speaker_2: No problem. Anything else?

Speaker speaker_1: Nope, that's it.

Speaker speaker_2: All right. Thanks for taking the time to speak with me. You have a wonderful day.

Speaker speaker_1: All right. You too, man.

Speaker speaker_2: All right. Bye now.