

Transcript: Chris Sofield

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Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Good afternoon. Can I speak to Dustin Mobley? Uh, this is him. Hi, Mr. Mobley. My name is Chris. I'm with Benefits in a Car, calling on behalf of Surge Staffing. How are you doing today? I'm good. How are you? I'm doing well, thank you. Before we continue, call is being recorded for quality assurance and training purposes. I'm calling regarding a, uh, a voice note that you left with us over the weekend, um, regarding wishing to reinstate your previous insurance benefits through Surge Staffing. Yes. All right. Give me just a moment here. I do have one question, though. Yes, sir. Um, does it, does it cover, like, dental insurance? Um, no. It would be, uh, medical preventative care services only. Um, let's see here. A- and then quick question. Uh, our system is showing, it looks like your most recent hire date from when you started working with Surge again was sometime towards the end of October. Is that correct? Yes. Okay. Yeah, so, um, unfortunately, uh, the only thing you'd be eligible to do is reinstate the previous, uh, preventative care medical benefits. Um, you're not eligible to add anything onto that unless you have had a qualifying life event, uh, something like losing insurance benefits, like dental insurance or something like that, within the last 30 days. Um, has something like that happened? Well, not in the last 30 days, no. Okay. Yeah, so unfortunately, um, we wouldn't be able to add dental onto that, but we could go ahead and reinstate the, uh, the previous medical benefits if you still wish to do that. Uh, honestly, I just kinda wanted it for the dental. My teeth are going through it. No, I, I definitely understand. Just letting you know what your options are. Um- Right. But if you're... Yeah, if you're not looking to reinstate the medical then, then we'll just go ahead and leave it alone. Okay. All right, then. Well, thank you for taking the time to speak with me, and you have a good day. Yep. You, too. All right. Mm-hmm. Bye now. Bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

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

Speaker speaker_2: Good afternoon. Can I speak to Dustin Mobley?

Speaker speaker_1: Uh, this is him.

Speaker speaker_2: Hi, Mr. Mobley. My name is Chris. I'm with Benefits in a Car, calling on behalf of Surge Staffing. How are you doing today?

Speaker speaker_1: I'm good. How are you?

Speaker speaker_2: I'm doing well, thank you. Before we continue, call is being recorded for quality assurance and training purposes. I'm calling regarding a, uh, a voice note that you left with us over the weekend, um, regarding wishing to reinstate your previous insurance benefits through Surge Staffing.

Speaker speaker_1: Yes.

Speaker speaker_2: All right. Give me just a moment here.

Speaker speaker_1: I do have one question, though.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Um, does it, does it cover, like, dental insurance?

Speaker speaker_2: Um, no. It would be, uh, medical preventative care services only. Um, let's see here. A- and then quick question. Uh, our system is showing, it looks like your most recent hire date from when you started working with Surge again was sometime towards the end of October. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Yeah, so, um, unfortunately, uh, the only thing you'd be eligible to do is reinstate the previous, uh, preventative care medical benefits. Um, you're not eligible to add anything onto that unless you have had a qualifying life event, uh, something like losing insurance benefits, like dental insurance or something like that, within the last 30 days. Um, has something like that happened?

Speaker speaker_1: Well, not in the last 30 days, no.

Speaker speaker_2: Okay. Yeah, so unfortunately, um, we wouldn't be able to add dental onto that, but we could go ahead and reinstate the, uh, the previous medical benefits if you still wish to do that.

Speaker speaker_1: Uh, honestly, I just kinda wanted it for the dental. My teeth are going through it.

Speaker speaker_2: No, I, I definitely understand. Just letting you know what your options are. Um-

Speaker speaker_1: Right.

Speaker speaker_2: But if you're... Yeah, if you're not looking to reinstate the medical then, then we'll just go ahead and leave it alone.

Speaker speaker_1: Okay.

Speaker speaker_2: All right, then. Well, thank you for taking the time to speak with me, and you have a good day.

Speaker speaker_1: Yep. You, too.

Speaker speaker_2: All right. Mm-hmm. Bye now. Bye.