

Transcript: Chris Sofield

(deactivated)-5764452028465152-5687641504432128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Central Card. This is Chris. How can I help you? Yes, I was calling trying to check the status of this card because I had applied for, um, this coverage. It, it's been a while, and I had received a card, and I was trying to see how I received the card. Okay. What staffing company- I don't know if they ... Okay. What staffing company do you work with, ma'am? Serge. Serge. To everyone- And the last four of your Social? 1703. Thank you. And your first and last name? Nancy Walton. All right. One moment. Uh, Miss Walton, could you verify your address and your date of birth, please? My birthday is June 17th, 1977, and my address is 424 Highland Avenue, Apartment 101 Lakepier, Eufaula, Alabama 36027. Okay. So, um, all right. So I heard two different addresses in there. I heard the 101 Lakepier, and then I heard a different address. Um, which- which- Now, they different because they pull up two different. They pull up 424 Highland Avenue, Eufaula, Alabama 36027, and it's 101 Lakepier. It's the same address. It's just a highway. When you pull up 101, sometimes it don't pull up, and when you pull up 424, it don't pull up. So I gave you the whole two addresses. Okay. Okay. So we have it down as the 101 Lakepier. Um. All right, one moment. Then we have a phone number for you at 334- But also, ... I didn't sign up for insurance this year. That, when I signed up for this, this was way, about two years ago with, um, Surge in Auburn. And I didn't never work assignment to get insurance. That's why I'm trying to see how I'm getting insurance and I never signed up because I have United Healthcare. So I don't need two insurance. That what I'm asking you. Okay, ma'am. Um, if I could get through the rest of the security verification, I might be able to go ahead and answer that question. Uh, could you please verify, uh, we have your phone number on file as 334-621-8516. Is that correct? Yes. All right. So, taking a look at your file, it looks like this was set up as part of Surge's automatic enrollment policy, um, which they- Okay. ... should have informed you back when you started, uh, back when you started working for them. Um. Mm-hmm. If they, if they didn't inform you of that, you may want to, you may want to talk to them about that, because it is their policy. Uh, now if you don't want this insurance plan, um, I can go ahead and start a cancellation for it. Just be aware that because it is a fully enrolled, uh, and fully active insurance policy, uh, cancellation would go through the full cancellation process as well. Typically, that is one to two weeks because it's got to go back through their payroll teams. Um, and it's possible that you may still see one or two deductions providing one or two final weeks of this coverage, but you wouldn't see any more than two at the most. Okay, I never had insurance. They just not send the card. That's how I'm verifying or not because I'm just not getting the card. So I had insurance the whole time and y'all been taking out of my check, and I never got a card until last week. Okay. So I'm not sure what would have caused that to happen, um, be- because we're not the ones who send the ID card out. The insurance company is. We're just the enrollment admin. Because y'all been

taking out, taking it a week. So, so, ma'am, the deductions are handled by Surge, by payroll. We're not, we're not involved in that. Uh, they're the ones that automatically enroll you. They're the ones that take the deductions out of your check to send them over for the insurance premium. So that's- Mm-hmm. All deduction information and all deduction action- How much is taken out of my check? Sorry? Could you, so you could tell me how much taken out of my check? So when I get ready to call them back? \$15.16 per week is the only thing that we can tell. Um, so I can- But, but is this card covered though? That's what I'm saying. I didn't get my card. No one, ain't nobody never told me nothing about no, uh, insurance and what it cover and nothing like that. That's what I'm saying. I'm new to this. Then you would need to discuss that with Surge as the automatic enrollment is their policy, not ours. Well, thank you, because insurance company, you the insurance company. We are- So you say what it cover. Ma'am, as I stated, we're the enrollment admin. We're not the insurance company itself. All we do is enroll based on information we receive from Surge. Automatic enrollment is their policy, not ours. So it's saying I enrolled this year? The automatic enrollment looks like it was processed on July 13th. Because I didn't sign up for insurance. Why would I sign up for insurance when I already have insurance? That's, that's crazy. So July the 13th. That's, that's when, that's when the enrollment was entered into the system. It went effective on July 29th. Okay. You said when, July when? July 29th. July. Okay. Now, if you, if you want, I can go ahead and start the cancellation process for you. Yes, I want it canceled. Okay. But anything related to the enrollment itself or any miscommunications or lack of communication regarding the automatic enrollment process, you would need to discuss that with Surge. I will, because they, they ain't tell me nothing about that, and now it's looking like I got a card from Surge, um, uh, whatever this is. It says Medica and Lyric and E, whatever it is. I said I ain't never sign up for insurance with them. So this is what I'm saying. That been way, when I first, you know, applied for a job, long time ago, that was through Auburn. Ma'am, I really can't tell you anything regarding why they may or may not have communicated that to you. But everything that I've stated about we can go ahead and start that cancellation process, that's all we can do at this time. Okay. Yes. All right then. Was there anything else? You, you starting the cancellation? Ye- yes ma'am, I've started that cancellation process. Okay. All right. Thanks again for calling and have a good day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Central Card. This is Chris. How can I help you?

Speaker speaker_2: Yes, I was calling trying to check the status of this card because I had applied for, um, this coverage. It, it's been a while, and I had received a card, and I was trying to see how I received the card.

Speaker speaker_1: Okay. What staffing company-

Speaker speaker_2: I don't know if they ...

Speaker speaker_1: Okay. What staffing company do you work with, ma'am?

Speaker speaker_2: Serge.

Speaker speaker_1: Serge.

Speaker speaker_2: To everyone-

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1703.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: Nancy Walton.

Speaker speaker_1: All right. One moment. Uh, Miss Walton, could you verify your address and your date of birth, please?

Speaker speaker_2: My birthday is June 17th, 1977, and my address is 424 Highland Avenue, Apartment 101 Lakepier, Eufaula, Alabama 36027.

Speaker speaker_1: Okay. So, um, all right. So I heard two different addresses in there. I heard the 101 Lakepier, and then I heard a different address. Um, which- which-

Speaker speaker_2: Now, they different because they pull up two different. They pull up 424 Highland Avenue, Eufaula, Alabama 36027, and it's 101 Lakepier. It's the same address. It's just a highway. When you pull up 101, sometimes it don't pull up, and when you pull up 424, it don't pull up. So I gave you the whole two addresses.

Speaker speaker_1: Okay. Okay. So we have it down as the 101 Lakepier. Um. All right, one moment. Then we have a phone number for you at 334-

Speaker speaker_3: But also, ...

Speaker speaker_2: ... I didn't sign up for insurance this year. That, when I signed up for this, this was way, about two years ago with, um, Surge in Auburn. And I didn't never work assignment to get insurance. That's why I'm trying to see how I'm getting insurance and I never signed up because I have United Healthcare. So I don't need two insurance. That what I'm asking you.

Speaker speaker_1: Okay, ma'am. Um, if I could get through the rest of the security verification, I might be able to go ahead and answer that question. Uh, could you please verify, uh, we have your phone number on file as 334-621-8516. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So, taking a look at your file, it looks like this was set up as part of Surge's automatic enrollment policy, um, which they-

Speaker speaker_2: Okay.

Speaker speaker_1: ... should have informed you back when you started, uh, back when you started working for them. Um.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If they, if they didn't inform you of that, you may want to, you may want to talk to them about that, because it is their policy. Uh, now if you don't want this insurance plan, um, I can go ahead and start a cancellation for it. Just be aware that because it is a fully enrolled, uh, and fully active insurance policy, uh, cancellation would go through the full cancellation process as well. Typically, that is one to two weeks because it's got to go back through their payroll teams. Um, and it's possible that you may still see one or two deductions providing one or two final weeks of this coverage, but you wouldn't see any more than two at the most.

Speaker speaker_2: Okay, I never had insurance. They just not send the card. That's how I'm verifying or not because I'm just not getting the card. So I had insurance the whole time and y'all been taking out of my check, and I never got a card until last week.

Speaker speaker_1: Okay. So I'm not sure what would have caused that to happen, um, because we're not the ones who send the ID card out. The insurance company is. We're just the enrollment admin.

Speaker speaker_2: Because y'all been taking out, taking it a week.

Speaker speaker_1: So, so, ma'am, the deductions are handled by Surge, by payroll. We're not, we're not involved in that. Uh, they're the ones that automatically enroll you. They're the ones that take the deductions out of your check to send them over for the insurance premium. So that's-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All deduction information and all deduction action-

Speaker speaker_2: How much is taken out of my check?

Speaker speaker_1: Sorry?

Speaker speaker_2: Could you, so you could tell me how much taken out of my check? So when I get ready to call them back?

Speaker speaker_1: \$15.16 per week is the only thing that we can tell. Um, so I can-

Speaker speaker_2: But, but is this card covered though? That's what I'm saying. I didn't get my card. No one, ain't nobody never told me nothing about no, uh, insurance and what it cover and nothing like that. That's what I'm saying. I'm new to this.

Speaker speaker_1: Then you would need to discuss that with Surge as the automatic enrollment is their policy, not ours.

Speaker speaker_2: Well, thank you, because insurance company, you the insurance company.

Speaker speaker_1: We are-

Speaker speaker_2: So you say what it cover.

Speaker speaker_1: Ma'am, as I stated, we're the enrollment admin. We're not the insurance company itself. All we do is enroll based on information we receive from Surge. Automatic enrollment is their policy, not ours.

Speaker speaker_2: So it's saying I enrolled this year?

Speaker speaker_1: The automatic enrollment looks like it was processed on July 13th.

Speaker speaker_2: Because I didn't sign up for insurance. Why would I sign up for insurance when I already have insurance? That's, that's crazy. So July the 13th.

Speaker speaker_1: That's, that's when, that's when the enrollment was entered into the system. It went effective on July 29th.

Speaker speaker_2: Okay. You said when, July when?

Speaker speaker_1: July 29th.

Speaker speaker_2: July. Okay.

Speaker speaker_1: Now, if you, if you want, I can go ahead and start the cancellation process for you.

Speaker speaker_2: Yes, I want it canceled.

Speaker speaker_1: Okay. But anything related to the enrollment itself or any miscommunications or lack of communication regarding the automatic enrollment process, you would need to discuss that with Surge.

Speaker speaker_2: I will, because they, they ain't tell me nothing about that, and now it's looking like I got a card from Surge, um, uh, whatever this is. It says Medica and Lyric and E, whatever it is. I said I ain't never sign up for insurance with them. So this is what I'm saying. That been way, when I first, you know, applied for a job, long time ago, that was through Auburn.

Speaker speaker_1: Ma'am, I really can't tell you anything regarding why they may or may not have con- com- communicated that to you. But everything that I've stated about we can go ahead and start that cancellation process, that's all we can do at this time.

Speaker speaker_2: Okay. Yes.

Speaker speaker_1: All right then. Was there anything else?

Speaker speaker_2: You, you starting the cancellation?

Speaker speaker_1: Ye- yes ma'am, I've started that cancellation process.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_2: You too.