

Transcript: Chris Sofield

(deactivated)-5794053175164928-6620785792827392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits That Are Card. This is Chris. How can I help you today? Yes, my name's Michael Harris. I work through, um, calling... I work through Surge Staff. They told me to call you about- All right, how can I help you? They told me to call you about getting enrolled in some insurance Okay. Okay. What, uh, what's the last four of your Social so I can locate your file? 7344. All right, Mr. Harris, could you verify your address and your date of birth for me? 1947 Roses Street, Auburn, Alabama, 36832. Date of birth, 7-11-77. Okay. And then phone on file of 256-790-9640? Mm-hmm. Okay. Okay, and you said you wanted to enroll in insurance? Yes, sir. Health insurance. Uh, what, what all y'all offer? To make sure. Okay. So Surge offers, um, a couple of different insurance policies. So they offer things like, um... They do offer three different medical plans, one of which is a preventative care only plan, so things like physicals, vaccines, cancer screenings and things like that. Um, and then two others that cover more along the lines of, like, your sickness or injury type visits, um, for doctors and hospitals. Then they also offer dental, vision, short-term disability, critical illness, accident coverage, uh, life insurance, uh, b- and behavioral health. Um- Oh. Each of these can be its own price point and they all carry- That's something ... four different price points, depending on who you're covering for the plan. So your- Okay. ... your weekly cost could t- could be anywhere from as little as about a dollar a week to cl- probably over \$100 a week, depending on what you're enrolled into. Um, if- Uh, I'm just... Well, I'm just, I'm just trying to enroll in some health, health insurance for myself and some vision insurance. Okay. So as far as medical- So h- Like I... So as far as medical, like I stated, I have, um, you, we have the... Or sorry. Surge offers three different medical policies. F- uh, one of which is called the Stay Healthy, uh, Preventative Care Plan, which is this covers things like physicals, vaccines, cancer screenings, uh, services like that. But as far as, like, standard sickness or injury type visits, Stay Healthy will not cover those as it is for preventative care only. Oh. Then there's also the VIP plans, Standard and Classic. These are two levels of the same plan. They'll cover more along the lines of those sickness and injury type visits. Um, but they by themselves will not cover those preventative care visits. If you wish to have both, you can enroll into both. Um, just be aware that you would see both the s- uh, \$15.16 for the preventative care on top of either the \$17.63 for VIP Standard or \$19.53 for VIP Classic. So, uh, I want... I again want something similar to the healthcare, like, when I go to the doctor for a doctor visit, it help pay the copay. They give me a copay and all that stuff. Y'all got th- that type of insurance? That would do

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits That Are Card. This is Chris. How can I help you today?

Speaker speaker_2: Yes, my name's Michael Harris. I work through, um, calling... I work through Surge Staff. They told me to call you about-

Speaker speaker_1: All right, how can I help you?

Speaker speaker_2: They told me to call you about getting enrolled in some insurance

Speaker speaker_3: Okay. Okay. What, uh, what's the last four of your Social so I can locate your file?

Speaker speaker_2: 7344.

Speaker speaker_3: All right, Mr. Harris, could you verify your address and your date of birth for me?

Speaker speaker_2: 1947 Roses Street, Auburn, Alabama, 36832. Date of birth, 7-11-77.

Speaker speaker_3: Okay. And then phone on file of 256-790-9640?

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Okay. Okay, and you said you wanted to enroll in insurance?

Speaker speaker_2: Yes, sir. Health insurance. Uh, what, what all y'all offer? To make sure.

Speaker speaker_3: Okay. So Surge offers, um, a couple of different insurance policies. So they offer things like, um... They do offer three different medical plans, one of which is a preventative care only plan, so things like physicals, vaccines, cancer screenings and things like that. Um, and then two others that cover more along the lines of, like, your sickness or injury type visits, um, for doctors and hospitals. Then they also offer dental, vision, short-term disability, critical illness, accident coverage, uh, life insurance, uh, b- and behavioral health. Um-

Speaker speaker_2: Oh.

Speaker speaker_3: Each of these can be its own price point and they all carry-

Speaker speaker_2: That's something ...

Speaker speaker_3: ... four different price points, depending on who you're covering for the plan. So your-

Speaker speaker_2: Okay.

Speaker speaker_3: ... your weekly cost could t- could be anywhere from as little as about a dollar a week to cl- probably over \$100 a week, depending on what you're enrolled into. Um, if-

Speaker speaker_2: Uh, I'm just... Well, I'm just, I'm just trying to enroll in some health, health insurance for myself and some vision insurance.

Speaker speaker_3: Okay. So as far as medical-

Speaker speaker_2: So h-

Speaker speaker_3: Like I... So as far as medical, like I stated, I have, um, you, we have the... Or sorry. Surge offers three different medical policies. F- uh, one of which is called the Stay Healthy, uh, Preventative Care Plan, which is this covers things like physicals, vaccines, cancer screenings, uh, services like that. But as far as, like, standard sickness or injury type visits, Stay Healthy will not cover those as it is for preventative care only.

Speaker speaker_2: Oh.

Speaker speaker_3: Then there's also the VIP plans, Standard and Classic. These are two levels of the same plan. They'll cover more along the lines of those sickness and injury type visits. Um, but they by themselves will not cover those preventative care visits. If you wish to have both, you can enroll into both. Um, just be aware that you would see both the s- uh, \$15.16 for the preventative care on top of either the \$17.63 for VIP Standard or \$19.53 for VIP Classic.

Speaker speaker_2: So, uh, I want... I again want something similar to the healthcare, like, when I go to the doctor for a doctor visit, it help pay the copay. They give me a copay and all that stuff. Y'all got th- that type of insurance? That would do