

Transcript: Chris Sofield

(deactivated)-5932306440077312-6345769184346112

Full Transcript

Your call may be monitored- Yeah, go ahead. ... or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris, how can I help you today? Hey Chris, how you doing? I'm doing well, how about yourself? I'm doing good. I'm, I'm calling because I received... Well, my fiance received a Benefits in a Card the other day, and when I tried to call to, like, see what the next step was, the lady told me he would have to be present to, um, to move forward with the... Just move forward 'cause I... Honestly, I'm trying to see... I want to get the coverage started, like the... I want to pick a plan and get the coverage started as soon as possible, as soon as I can. Okay. Um, yeah, the only... Uh, so, i- if, uh... Is your fiance available 'cause like it's... 'Cause like you were told- Yeah, no he, he's- ... Yes. Yeah. He's here, he's here right now. Okay, um, can you pass the phone on over to him or... Uh-huh. Yeah. Yes, sir. Hello? Hi, my name is Chris, I'm with Benefits in a Card, I understand that you wish to enroll into health insurance, is that correct? Yes, sir. Okay. What staffing company do you work with? Surge. Surge? Okay. And the last four of your social? 9214. Okay. And your first and last name? William Parks. All right, Mr. Parks, could you verify your address and your date of birth for me please? Okay. Address is 2302 Midway Drive and that's in Phoenix City. And then my birthday is November 26th, 2021. Okay. And what about the state and the ZIP code for that address? I need that as well. It'll be Phoenix City, Alabama and then 36869. Thank you. We have a phone on file for you at 404-449-6546, is that correct? Yes, sir. Okay. Uh, so taking a look at your file, um, looks like that you were automatically enrolled into the preventative care plan, um, for employee only which is why you had received that ID card, that's something that Surge has set up for all new hires. Um, however you are now outside of your eligibility window to add any further coverage to that. Um, at this time the only thing you'd be able to do is either keep the plan that you have, which is preventative care only employee only, or cancel that. Um, but you, you would... You're not eligible to add anything further at this time. Okay. I have a quick question. Okay. The, um... If I cancel the current one and will I be able to then or no? Uh, you'd have to wait until open enrollment, and Surge typically holds their open enrollment in October, so you'd have to wait until October of next year. Oh, that's long. Okay. Okay, thank you. You're welcome. Anything else? No, that's all. All right, thanks for calling and have a good day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Yeah, go ahead.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits in a Card, this is Chris, how can I help you today?

Speaker speaker_1: Hey Chris, how you doing?

Speaker speaker_2: I'm doing well, how about yourself?

Speaker speaker_1: I'm doing good. I'm, I'm calling because I received... Well, my fiance received a Benefits in a Card the other day, and when I tried to call to, like, see what the next step was, the lady told me he would have to be present to, um, to move forward with the... Just move forward 'cause I... Honestly, I'm trying to see... I want to get the coverage started, like the... I want to pick a plan and get the coverage started as soon as possible, as soon as I can.

Speaker speaker_2: Okay. Um, yeah, the only... Uh, so, i- if, uh... Is your fiance available 'cause like it's... 'Cause like you were told-

Speaker speaker_1: Yeah, no he, he's-

Speaker speaker_2: ...

Speaker speaker_3: Yes.

Speaker speaker_1: Yeah. He's here, he's here right now.

Speaker speaker_2: Okay, um, can you pass the phone on over to him or...

Speaker speaker_1: Uh-huh. Yeah. Yes, sir.

Speaker speaker_3: Hello?

Speaker speaker_2: Hi, my name is Chris, I'm with Benefits in a Card, I understand that you wish to enroll into health insurance, is that correct?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: Okay. What staffing company do you work with?

Speaker speaker_3: Surge.

Speaker speaker_2: Surge? Okay. And the last four of your social?

Speaker speaker_3: 9214.

Speaker speaker_2: Okay. And your first and last name?

Speaker speaker_3: William Parks.

Speaker speaker_2: All right, Mr. Parks, could you verify your address and your date of birth for me please?

Speaker speaker_3: Okay. Address is 2302 Midway Drive and that's in Phoenix City. And then my birthday is November 26th, 2021.

Speaker speaker_2: Okay. And what about the state and the ZIP code for that address? I need that as well.

Speaker speaker_3: It'll be Phoenix City, Alabama and then 36869.

Speaker speaker_2: Thank you. We have a phone on file for you at 404-449-6546, is that correct?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: Okay. Uh, so taking a look at your file, um, looks like that you were automatically enrolled into the preventative care plan, um, for employee only which is why you had received that ID card, that's something that Surge has set up for all new hires. Um, however you are now outside of your eligibility window to add any further coverage to that. Um, at this time the only thing you'd be able to do is either keep the plan that you have, which is preventative care only employee only, or cancel that. Um, but you, you would... You're not eligible to add anything further at this time.

Speaker speaker_1: Okay. I have a quick question.

Speaker speaker_2: Okay.

Speaker speaker_1: The, um... If I cancel the current one and will I be able to then or no?

Speaker speaker_2: Uh, you'd have to wait until open enrollment, and Surge typically holds their open enrollment in October, so you'd have to wait until October of next year.

Speaker speaker_1: Oh, that's long. Okay. Okay, thank you.

Speaker speaker_2: You're welcome. Anything else?

Speaker speaker_1: No, that's all.

Speaker speaker_2: All right, thanks for calling and have a good day.

Speaker speaker_1: You too.