

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi. Um, I work through temp company called Surge and I'm just trying to figure out if I have insurance or not. Okay. What's the last four of your Social? 2864. And your first and last name? Adrian Yakel. Thank you, Mr. Yakel. Could you verify your address and date of birth, please? Uh, 112185 and 685 Sunny Lane, Unit D, Fernley, Nevada 89408. Thank you. Phone number on file is 276-8305, is that correct? Yes. Okay. One moment. All right. Our show, it looks like you are currently enrolled into the FEHEALTH ETell Rx plan for, uh, service... for preventative care services, so things like physicals, vaccines, and cancer screenings. Um, is that like full health coverage, like my doctor's plan, so? It's... It is, it is preventative care services only, so it... again, only good for things like physicals, vaccines and cancer screenings. Oh, okay. Do you know how long it is till I actually have full insurance? Um, from what I see here... Let's see. So that, that coverage that you have is the automatic enrollment that Surge staff can get set up for you, um, happened- Okay. ... 30 days after your first paycheck. That 30-day window from the date of your first paycheck was also your window to enroll into any insurance plans other than that preventative care plan. And that window- Okay. ... has since closed. So you'll have to either- How do you mean? Okay. You'll either have to wait until open enrollment, which is typically held in, I believe, August or October. Um, I believe it's in August, actually. Let me double-check this. Um, but without that open enrollment, you'd have to have a qualifying life event, something like, um, losing insurance from another insurance company. And yes, there- What if I have... You're the... Sorry, go ahead. What if I have state... I have state insurance now and I started working, so I need to call them to tell them that I'm going to lose my insurance. Would that qualify? If, if you lose your other insurance, that may qualify the qu- uh, that may qualify to allow you to enroll into other benefits through Surge. Okay. Um, do I call this number or do I go contact Sur- do I go to Surge and ha- have them figure it out? Because they never... I don't know if you should write it down or let somebody know, but they're not telling anybody about any of this. Okay. Yeah, we'll- I got this number on my own, so. Okay. Yeah, so we'll, we'll bring that up 'cause, um, 'cause I'll bring that up with our back office teams because Surge should be advising you guys of this. Yeah, they never said anything. But, um, should you lose any other insurance plan that you may have, whether it be like state or Medicaid or anything like that, um, just give us a call when that happens, let us know and then we can set in motion the processes for- Okay. ... uh, to review any documentation required to grant an exception. Okay. Thank you. You're welcome. Anything else? Nope, that's it. All right. Thanks again for calling and have a good day. Yeah. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi. Um, I work through temp company called Surge and I'm just trying to figure out if I have insurance or not.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 2864.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Adrian Yakel.

Speaker speaker_1: Thank you, Mr. Yakel. Could you verify your address and date of birth, please?

Speaker speaker_2: Uh, 112185 and 685 Sunny Lane, Unit D, Fernley, Nevada 89408.

Speaker speaker_1: Thank you. Phone number on file is 276-8305, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. One moment. All right. Our show, it looks like you are currently enrolled into the FEHEALTH ETell Rx plan for, uh, service... for preventative care services, so things like physicals, vaccines, and cancer screenings.

Speaker speaker_2: Um, is that like full health coverage, like my doctor's plan, so?

Speaker speaker_1: It's... It is, it is preventative care services only, so it... again, only good for things like physicals, vaccines and cancer screenings.

Speaker speaker_2: Oh, okay. Do you know how long it is till I actually have full insurance?

Speaker speaker_1: Um, from what I see here... Let's see. So that, that coverage that you have is the automatic enrollment that Surge staff can get set up for you, um, happened-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 30 days after your first paycheck. That 30-day window from the date of your first paycheck was also your window to enroll into any insurance plans other than that preventative care plan. And that window-

Speaker speaker_2: Okay.

Speaker speaker_1: ... has since closed. So you'll have to either-

Speaker speaker_2: How do you mean? Okay.

Speaker speaker_1: You'll either have to wait until open enrollment, which is typically held in, I believe, August or October. Um, I believe it's in August, actually. Let me double-check this. Um, but without that open enrollment, you'd have to have a qualifying life event, something like, um, losing insurance from another insurance company. And yes, there-

Speaker speaker_2: What if I have... You're the...

Speaker speaker_1: Sorry, go ahead.

Speaker speaker_2: What if I have state... I have state insurance now and I started working, so I need to call them to tell them that I'm going to lose my insurance. Would that qualify?

Speaker speaker_1: If, if you lose your other insurance, that may qualify the qu- uh, that may qualify to allow you to enroll into other benefits through Surge.

Speaker speaker_2: Okay. Um, do I call this number or do I go contact Sur- do I go to Surge and ha- have them figure it out? Because they never... I don't know if you should write it down or let somebody know, but they're not telling anybody about any of this.

Speaker speaker_1: Okay. Yeah, we'll-

Speaker speaker_2: I got this number on my own, so.

Speaker speaker_1: Okay. Yeah, so we'll, we'll bring that up 'cause, um, 'cause I'll bring that up with our back office teams because Surge should be advising you guys of this.

Speaker speaker_2: Yeah, they never said anything.

Speaker speaker_1: But, um, should you lose any other insurance plan that you may have, whether it be like state or Medicaid or anything like that, um, just give us a call when that happens, let us know and then we can set in motion the processes for-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, to review any documentation required to grant an exception.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: Nope, that's it.

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

Speaker speaker_2: Yeah. Bye.