

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Cart. This is Chris. How can I help you today? Hello. Uh, my name's Austin Chapin. And I was calling because I'm with Surge Staffing, and they say that they're with you guys and I could pay \$15 a month for health benefits. Let me try to figure out what's all coming in. Okay. Um, so it's \$15 a week, not a month. Okay, a week. My bad. And, uh, the, uh, the... That's for their preventative care plan. There are other plans available, um, that have different costs as well. Uh, but were you looking to enroll in the benefits or were you looking to opt out of their benefits? Well, see, the thing is that I'll have... I'm trying to enroll in them, but I got a few questions before I do that because it's mainly for one thing in specific right now. Um, I have a tooth that is, like, literally almost to the point where I need a root canal, I'm pretty sure, if I'm not mistaken. And I don't have no insurance and I'm in severe pain, so I really need to get this tooth pulled out. and dental... Like, to pay for it straight out of pocket is way too expensive and I didn't know if you have anything that I could, uh, get with you guys that I could pay on that's, like, for dental? So there is a dental policy. Yes, sir. However, it does not cover major services. So things like root canals would not be covered by the dental plan. Okay. You don't have anything that can, um... that possibly works with that? No. Um, there's only a single dental option offered through Surge and it does not cover those. Oh, okay. Um, now, if you- All right, well... Now, if you don't want any insurance from Surge Staffing, I will need to at least access your file to make sure that you don't get enrolled because they will... If you make no decisions, they automatically enroll you into that \$15 a week, uh, preventative care plan for things like physicals and vaccines and the like. Um, if you want that, you can just let them do that, but if you don't want that, I'll need to... I'll need to pull up your file, which is going to require some information from you. Okay. Um, I probably won't... Um, I probably won't do that. Um, but, uh, what all stuff would you need? I could do that. Okay. What's the last four of your Social? Uh, 0084. And your first and last name? Austin, and my last name's Chapin, and that's spelled C-H-A-P-I-N. Okay, Mr. Chapin. Could you verify your address and your date of birth for me? Yeah. The address I have under there is 200 West Centennial Avenue, and my birthday is 12/14/98. I need the rest of the address. I need the city, state and zip as well. Okay. Um, it's 200 West Centennial Ave., 47303 Muncie, Indiana. Thank you. We have a phone number on file, 765-568-2266. Is that correct? Yep. Okay. So... All right. It looks like that Surge did already automatically enroll you. It looks like, um, from when you started working with them back in November. Um, so the automatic enrollment happened off of that. So I can go ahead and cancel this. Um, that does mean that it is a fully... uh, a fully en- uh, processed enrollment that I am canceling instead of opting you out of automatic enrollment. Uh, this does take one to two weeks to fully process. It's got to go back to Surge's payroll team as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you would not see any more

than two at the most. Okay, that's fine. All right. Was there anything else I could help you with? Um, no. That should be it. Thank you. You're welcome. Thanks again for calling and have a good day. All right. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Cart. This is Chris. How can I help you today?

Speaker speaker_1: Hello. Uh, my name's Austin Chapin. And I was calling because I'm with Surge Staffing, and they say that they're with you guys and I could pay \$15 a month for health benefits.

Speaker speaker_2: Let me try to figure out what's all coming in.

Speaker speaker_0: Okay. Um, so it's \$15 a week, not a month.

Speaker speaker_1: Okay, a week. My bad.

Speaker speaker_0: And, uh, the, uh, the... That's for their preventative care plan. There are other plans available, um, that have different costs as well. Uh, but were you looking to enroll in the benefits or were you looking to opt out of their benefits?

Speaker speaker_1: Well, see, the thing is that I'll have... I'm trying to enroll in them, but I got a few questions before I do that because it's mainly for one thing in specific right now. Um, I have a tooth that is, like, literally almost to the point where I need a root canal, I'm pretty sure, if I'm not mistaken. And I don't have no insurance and I'm in severe pain, so I really need to get this tooth pulled out. and dental... Like, to pay for it straight out of pocket is way too expensive and I didn't know if you have anything that I could, uh, get with you guys that I could pay on that's, like, for dental?

Speaker speaker_0: So there is a dental policy. Yes, sir. However, it does not cover major services. So things like root canals would not be covered by the dental plan.

Speaker speaker_1: Okay. You don't have anything that can, um... that possibly works with that?

Speaker speaker_0: No. Um, there's only a single dental option offered through Surge and it does not cover those.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, now, if you-

Speaker speaker_1: All right, well...

Speaker speaker_0: Now, if you don't want any insurance from Surge Staffing, I will need to at least access your file to make sure that you don't get enrolled because they will... If you make no decisions, they automatically enroll you into that \$15 a week, uh, preventative care plan for

things like physicals and vaccines and the like. Um, if you want that, you can just let them do that, but if you don't want that, I'll need to... I'll need to pull up your file, which is going to require some information from you.

Speaker speaker_1: Okay. Um, I probably won't... Um, I probably won't do that. Um, but, uh, what all stuff would you need? I could do that.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: Uh, 0084.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Austin, and my last name's Chapin, and that's spelled C-H-A-P-I-N.

Speaker speaker_0: Okay, Mr. Chapin. Could you verify your address and your date of birth for me?

Speaker speaker_1: Yeah. The address I have under there is 200 West Centennial Avenue, and my birthday is 12/14/98.

Speaker speaker_0: I need the rest of the address. I need the city, state and zip as well.

Speaker speaker_1: Okay. Um, it's 200 West Centennial Ave., 47303 Muncie, Indiana.

Speaker speaker_0: Thank you. We have a phone number on file, 765-568-2266. Is that correct?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So... All right. It looks like that Surge did already automatically enroll you. It looks like, um, from when you started working with them back in November. Um, so the automatic enrollment happened off of that. So I can go ahead and cancel this. Um, that does mean that it is a fully... uh, a fully en- uh, processed enrollment that I am canceling instead of opting you out of automatic enrollment. Uh, this does take one to two weeks to fully process. It's got to go back to Surge's payroll team as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you would not see any more than two at the most.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: All right. Was there anything else I could help you with?

Speaker speaker_1: Um, no. That should be it. Thank you.

Speaker speaker_0: You're welcome. Thanks again for calling and have a good day.

Speaker speaker_1: All right. You too. Bye.