

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yes, ma'am. Um, so I work for a company called Surge Temp Agency, um, and I'm ac- I work for Royal Technologies through them. Uh, I was wondering, um, if... They said I could possibly get insurance, but I was wondering if my spouse could get insurance. Uh, 'cause, uh, the temporary in- insurance. Yeah. So Surge offers different, um, healthcare plans, like medical, vision, dental, and then you can include dependents on those plans if you wish. There's employee and spouse, employee and children, and as well as a family plan. Then depending on what plan you select is how much the weekly deductions would be. If you wish, I could give you more information, but I do need to open your file for that, and I would need the last four of your Social to do that. Well, uh, let me give you a call back 'cause I am gonna, uh, get her. I wanna get it done. Mm-hmm. But I want, I need her by my side because it's r- like I'ma get it also, since I can get it, and it's just gonna get taken out my check. But the main thing for the insurance is her, and she's actually on her way home from the hospital right now. So I'll give you all a call back in the next hour or two. I just wanna talk- Do you- Th- Uh, I called Surge, and they weren't really 100% sure, so they gave me this number, and I wanted to call and figure out, uh, what's up and stuff. I, I was gonna let you know that before I let you go, if... Do you want me to check real quick if you're eligible to enroll? Yeah. Okay? Yeah. Um, because you do have to be within your first 30 days of receiving your first check or within their company open enrollment period, which I believe Surge Staffing's, um, company open enrollment period was between August 12 up until August 26th. So you wouldn't qualify as a company enrollment, but I want to see if you qualify within your personal open enrollment. Um, what is the last four of your Social? 9812. Thank you. And for security purposes, can you please verify your full address as well as your date of birth? My address is 1209 Oak Drive Northeast Cullman, Alabama 35055. My date of birth is June 5th, 1998. Okay. Is your phone number still 256-387-0860? Yes, ma'am, it is. And it has aviangck@gmail.com as your email address. Is that still up to date? Yes, ma'am, it is. Okay. So let me verify real quick. Okay. Thank you for your hold. So, it looks like you're currently enrolled for the NECTELIRS as employee only. Um, you don't have active coverage, however, because we haven't been receiving the deductions. Um, I was gonna let you know that you don't qualify into adding new plans to your coverage because you would have to be within the first 30 days of receiving your first check, which that's considered your personal open enrollment period, or be within their company open enrollment period, which was in the month of August. Um, in the last 30 days, have you suffered a quality life event like a loss of benefit, gotten married, divorced, had a baby, or adopted? No. No? So you would have to either experience one of those within the last 30 days or be within your first 30 days of receiving your first check or be within their company

open enrollment period. But I have a question. When you're talking about that first check, because I haven't even... I just started, today is actually a full week. Okay. Um, I haven't gotten my first check yet. So if I called next... So once I receive my first check, could I possibly call back next week and it'd be a different answer? So I can't really answer that. Uh, we would have to do a eligibility review with the main office, um, to see if you qualify. Can I talk to the main office? So I ca- They're not available, but I can send them an email, and then as soon as they reach back to me, I could inform you if you are eligible or not to enroll into benefits. Um, but like I said, it looks like you were enrolled into the NECTELIRS, which is the plan that they auto-enroll their members. But you currently don't have active coverage 'cause, um, we haven't been receiving deductions. So once my, uh, pay- my paycheck starts coming through, then I'll probably, w- would that probably get active? So I wouldn't know if you're eligible or... I can really just see what I'm looking at right now. All right. I appreciate it. But if you wish, I can go ahead and submit that eligibility review to see if you could, would qualify or not. Please, if you don't mind. Okay. Yeah, I can do that. Is this a good phone number, the 256-387-0860? Yes, ma'am. Okay. Yeah. So as soon as I know, I would be giving you a call back. It should take maybe a few hours or a day, okay? Okay. Thank you. I hope you have a great 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 Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, ma'am. Um, so I work for a company called Surge Temp Agency, um, and I'm ac- I work for Royal Technologies through them. Uh, I was wondering, um, if... They said I could possibly get insurance, but I was wondering if my spouse could get insurance. Uh, 'cause, uh, the temporary in- insurance.

Speaker speaker_1: Yeah. So Surge offers different, um, healthcare plans, like medical, vision, dental, and then you can include dependents on those plans if you wish. There's employee and spouse, employee and children, and as well as a family plan. Then depending on what plan you select is how much the weekly deductions would be. If you wish, I could give you more information, but I do need to open your file for that, and I would need the last four of your Social to do that.

Speaker speaker_2: Well, uh, let me give you a call back 'cause I am gonna, uh, get her. I wanna get it done.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But I want, I need her by my side because it's r- like I'ma get it also, since I can get it, and it's just gonna get taken out my check. But the main thing for the insurance is her, and she's actually on her way home from the hospital right now. So I'll give you all a call back in the next hour or two. I just wanna talk-

Speaker speaker_1: Do you-

Speaker speaker_2: Th- Uh, I called Surge, and they weren't really 100% sure, so they gave me this number, and I wanted to call and figure out, uh, what's up and stuff.

Speaker speaker_1: I, I was gonna let you know that before I let you go, if... Do you want me to check real quick if you're eligible to enroll?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay?

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, because you do have to be within your first 30 days of receiving your first check or within their company open enrollment period, which I believe Surge Staffing's, um, company open enrollment period was between August 12 up until August 26th. So you wouldn't qualify as a company enrollment, but I want to see if you qualify within your personal open enrollment. Um, what is the last four of your Social?

Speaker speaker_2: 9812.

Speaker speaker_1: Thank you. And for security purposes, can you please verify your full address as well as your date of birth?

Speaker speaker_2: My address is 1209 Oak Drive Northeast Cullman, Alabama 35055. My date of birth is June 5th, 1998.

Speaker speaker_1: Okay. Is your phone number still 256-387-0860?

Speaker speaker_2: Yes, ma'am, it is.

Speaker speaker_1: And it has aviangck@gmail.com as your email address. Is that still up to date?

Speaker speaker_2: Yes, ma'am, it is.

Speaker speaker_1: Okay. So let me verify real quick. Okay. Thank you for your hold. So, it looks like you're currently enrolled for the NECTELIRS as employee only. Um, you don't have active coverage, however, because we haven't been receiving the deductions. Um, I was gonna let you know that you don't qualify into adding new plans to your coverage because you would have to be within the first 30 days of receiving your first check, which that's considered your personal open enrollment period, or be within their company open enrollment period, which was in the month of August. Um, in the last 30 days, have you suffered a quality life event like a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_2: No.

Speaker speaker_1: No? So you would have to either experience one of those within the last 30 days or be within your first 30 days of receiving your first check or be within their company open enrollment period.

Speaker speaker_2: But I have a question. When you're talking about that first check, because I haven't even... I just started, today is actually a full week.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, I haven't gotten my first check yet. So if I called next... So once I receive my first check, could I possibly call back next week and it'd be a different answer?

Speaker speaker_1: So I can't really answer that. Uh, we would have to do a eligibility review with the main office, um, to see if you qualify.

Speaker speaker_2: Can I talk to the main office?

Speaker speaker_1: So I ca- They're not available, but I can send them an email, and then as soon as they reach back to me, I could inform you if you are eligible or not to enroll into benefits. Um, but like I said, it looks like you were enrolled into the NECTELIRS, which is the plan that they auto-enroll their members. But you currently don't have active coverage 'cause, um, we haven't been receiving deductions.

Speaker speaker_2: So once my, uh, pay- my paycheck starts coming through, then I'll probably, w- would that probably get active?

Speaker speaker_1: So I wouldn't know if you're eligible or... I can really just see what I'm looking at right now.

Speaker speaker_2: All right. I appreciate it.

Speaker speaker_1: But if you wish, I can go ahead and submit that eligibility review to see if you could, would qualify or not.

Speaker speaker_2: Please, if you don't mind.

Speaker speaker_1: Okay. Yeah, I can do that. Is this a good phone number, the 256-387-0860?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Yeah. So as soon as I know, I would be giving you a call back. It should take maybe a few hours or a day, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. I hope you have a great day.

Speaker speaker_2: You too .