

## **Transcript: Estefania**

**Acevedo-5385536632832000-6269253467291648**

### **Full Transcript**

Thank you for calling Benefit Center Cards. My name is Stephanie. How can I assist you? Yeah, I'm calling to, um, I'm calling to get my benefits set up where I can, um, you know, use my benefits, my dental, health, whatever I need. Okay, so you want to enroll? Yeah. Okay, which veteran agency do you work for? Um, Serge. Serge Staffing. What is the last four-Serge. ... what is the last four of your social? 4-6-9-3. First and last name? Wesley James. Okay, for security purposes, can you verify your address and date of birth? 275 Edrick Ave, Newark, Ohio. And that date of birth? 5-29-1993. 313-727-0341 is your phone number? 313-727-0341. Uh, wesleyjames713@gmail.com, is that up to date? Yes. Okay. All right. So did you know by any chance what you want to be enrolled into already? I didn't hear you. Did you know which one wanted to be enrolled into already? No, I don't. I, I think they said my payment was supposed to come out my check this week, so I don't know which one I'm, I'm enrolling to. I don't know what, like what plan I'm on. I don't know. I don't really- So they do auto-enroll their new hires into a preventative plan called the MEC Tele-RS. That plan covers one physical visit, some vaccines, some STD screening, cancer screenings. It doesn't cover no doctor visits if sick, hospital visits if injured, urgent care, emergency room nor surgeries. So if you don't call to opt out of the auto-enrollment, they will enroll you into that plan. Every other plan after that, it would be your responsibility to be enrolled self with the company. Um, so they haven't enrolled you into any other plans. So what do I do? I'm not understanding. So you would have to let me know which plan you want to be enrolled into. Do you have the benefit guide? I don't have nothing. That's what I'm saying. I'm calling just because they gave me your number. I don't have a benefit guide. I don't know what y'all offer. I don't know what to pro- Oh, okay. So since we do administrate this, because sometimes they do give their members, um, the guide, but I'll go ahead and email that to you. Are you not able to just tell me over the phone? Yes. You don't want me to send you the guide then? Uh, because it is a lot of information. It would be easier if you're looking at it as well. All right, what's the best- I just can plan- What's the best one? Uh... So they offer... I'll just go over all the plans and you can just let me know which one you want. Okay. Okay. So the first plan that I'm going to go over is the plan that I just went over, which is the MEC Tele-RS. That's the plan that they do auto-enroll the members if you don't call to opt out within the first 30 days. Um, so this one's called the Stay Healthy MEC Tele-RS. It does require you to stay within the network. And you can only use their preferred providers, doctors and clinics to receive coverage. Um, you do receive, however, prescription benefits through Med Impact and it offers a membership with Free RS, which gives you access to over the top 90% generic drugs prescribed to meet us as well as it offers virtual urgent care, which offers medical assistance virtually with medical providers. The MEC Tele-RS, however, will only cover preventative services such as a physical, some STD cancer screening, and some vaccines. MEC does not cover doctor visits

if sick, hospital visits if injured, urgent care emergency room nor surgery. So if you do not want to be enrolled in a- auto-enrolled into the MEC Tele-RS, you can also opt out from the auto-enrollment. If you select this plan, this one would be \$16.80 weekly from your paycheck if you select the employee plan. Then they also offer two other plans called the VIP. There's the VIP Standard and the VIP Classic. These two only cover doctor visits if sick, hospital visits if injured, urgent care emergency room, and surgeries. However, they do not cover your preventative services, which is what the Stay Healthy MEC covers, such as a physical, some vaccinations, some STD cancer screenings- Which one covers the dental? I just need dental and maybe health insurance, whichever one cover to cover my dental and health. Okay, so I'm going over the medical plans right now, which would cover your health. Okay. Um, the VIPs don't require you to stay within the network. As long as they take that insurance, you can use it out of the network, um, because it doesn't require a n- network requirement. Uh, you do get prescription benefits with the two VIPs through Pharmaville. Depending on the generic medication that it is, you can pay up to 10, 20 or \$30. And for the non generic they do offer you a discount. Two plans also do include the virtual urgent care which offers medical assistance virtually with medical providers. And out of the two, the standard is the basic one because it doesn't cover intensive care, rehabilitation, nor preventive surgery while the VIP covers that. Um, and the VIPs cover a flat 2022 hospital visit for in-hospital care and emergency room for in-hospital care visits by qualified surgery physicians. The standard covers a flat rate of \$125 per date visit while the VIP covers a flat rate of \$250 for dates from Massachusetts. So, so they cover... The VIP Classic covers a little bit more out of pocket towards those doctor vis- Hold on, hold on. So the standard, if you select this one, is \$17.63 weekly from your paycheck. And for the VIP Classic, it would be \$19.53 weekly from your paycheck. So those are the three medical plans they offer. The Stay Healthy NEC, which is the preventative one, that doesn't cover doctor visits, hospital visits, urgent care, emergency room, ul- nor surgeries. And then the two VIPs that do cover doctor visits, the sick, urgent care, emergency room and surgeries, but they don't cover your preventative. And what, what you mean preventative? Preventative would be like a physical, some vaccinations, some STD and cancer screening. Um, like your yearly checkups, those are considered preventative services. And then obviously- Oh, so like an STD, SDV or HIV checkup? Correct. Um, so your VIPs don't cover that stuff. They only cover your actual doctor visits if you were to get sick, or urgent care, emergency roo- like actual doctor visits. Do y'all have one that'll cover all, all of it though? So unfortunately, Surge Staffing doesn't offer a fourth plan that covers both benefits. If you did want to receive your preventative as well as your hospital indemnity, you would have to get the Stay Healthy and one of the VIPs. But you do gotta keep in mind that every plan that they offer is a separate deduction. So if you wanna get the Stay Healthy NEC Tele-RS, that one does cover preventative, which would cover like a physical, um, some STD screenings, some cancer screening. But the preventative plan doesn't cover no actual doctor visits. So let's say you do wanna receive your preventative coverage, that one's \$16.80. And then let's say you want, uh, one of the VIPs. So let's say, for example, that you choose the VIP Standard. That's a weekly deduction of \$17.63 weekly. For those two combined, it would be a weekly deduction of \$34.43. Then if you select dental, that would be \$4.17 weekly from your paycheck, which would bump it up to \$38.60 weekly. But that's- You said with, with dental? ... just an example. Did you say with dental? Yeah, 'cause dental also has a separate charge. All of the plans have separate charges. And depending- Okay, so- ... on how many

you select and which ones they are has a lot to do with how much the deduction is from your paycheck. Okay, so listen. I think I like the one you were saying with the, uh, VIP for the 30-some dollars a month. You, you said a week, right? Yeah, it's weekly deductions. Yeah, okay. I think I like that one. And then how much would I have to pay for the, the, what we would do, the dental cover? Um, so for dental, let's see. So the... They only offer one dental plan. This dental plan for a preventative visit, you're covered at 100%. Something basic like a cleaning of the teeth, that's covered at 80%. Basic restorative, so like if they gotta fill in a cavity, something basic like that is covered at 80%. X-rays are also covered at 80%. And with the dental plan, you have an annual maximum of \$750. Um, with dental, you would however have to pay a one-time deductible for... And that you just have to provide that once. So if you choose the individual plan, that one-time deductible would be a \$50. And for the employee plan, it's a weekly deduction of \$4.17 from your paycheck. Okay, so, so what was the \$50 you said it would be to d- that, that would come out every week? Um, so did you want to do the NEC Tele-RS? That's the one for, like, your checkups and that requires you to stay with the plan. Yeah, with the check- Yeah, with, with the checkup, with the VIP or whatever. Okay, and then with... between the VIPs, there's two different ones to select. Did you want to do the Standard or did you want to do the Classic? The Standard is the one that inc- that doesn't cover intensive care, rehabilitation, nor preventive surgery. That one is \$17.63 a week. And then the VIP Classic does cover those four areas and does cover a little bit more, um, towards those areas. Yeah, yeah. I want to get s-... I want to get the one that's covering everything, like the HIV, the STD testing if I need it or whatever. Uh, that would be the, uh, Tele-RS. These, um, the VIPs only cover your actual doctor visits if you get sick. Okay. But I thought you said I could, I coulda do another one and, um- Yeah, I- ... go for another checkup. ... already added that. Oh, okay. All right, um- I just need to know which one of the medical ones, like the actual medical- Oh. ... ones that is for a doctor if you want. Okay. I think, I think... Can you explain... Can you tell me that, um, again? Uh, yeah. So the... Just remember that the VIPs are the ones that only cover doctor visits, sick, hospital visits if injured, urgent care, emergency room. Um, those... The main differences between those two is that the Standard doesn't cover intensive care unit benefit, rehabilitation benefit, nor preventive surgery. And the VIP Classic does cover those four areas, and the VIP Classic covers a little bit more in dollar amount. So for example, for surgery and hospital, the VIP Standard covers only \$250 per day for a max of a day, while the VIP Classic covers a flat fee of \$500 per day for a max of a day. So let's say your bill is \$1000. If you choose the Standard, they cover 250. That means you would be responsible for \$750. Then for the VIP Classic, if your bill was 1000, they would cover 500. So that means you would be responsible for the remaining 500. Another example, for surgery and physician office, the VIP Standard covers a flat fee of \$125 per day for a max of two days. So if your bill is 200- Your bill is 200. And they cover- They cover 100%. ... 125, a year-round physical for \$75. But if you get the VIP Classic and you're booking through FinTru, they cover 250. Okay. So how much do I have to pay for the Classic? The Classic, um, is \$19.53. And then the standard is \$17.63. Yeah, I think I'll go with the \$19. You said that's weekly, right? Yes, weekly. All of these deductions are weekly deductions. Okay, gotcha. Depending on how many people there, I'll tell you at the end how much the total comes out to be. All right. Okay. So I have the NEC Tele-RS which is the one for your check-ups which is STDs, some SCD screenings, some cancer screenings, um, some vaccines and, uh, one year physical. That one is \$16.80 and I have your VIP Classic- VIP Classic. ... which actually

covers your doctor visits. Uh, that one's \$19.53 a week. And dental is \$4.17 a week. Okay. Which will be a total of \$40.50. Okay. That's cool. Okay. Do you allow Surge Staffing to make the weekly deduction of \$40.50 for these three selected plans? Yes. Okay. Please allow one to two weeks for Surge to start making that first deduction of actually \$38.86. So it's only gonna be \$38.80 because they contribute to the 1.64 for the clients, okay? So once you see the very first deduction from your pay stubs, I would paying attention to your pay stubs. It could be one or two weeks that they finally start making the first deduction. But once you see that they finally deducted the \$38.86 from your paycheck, the following Monday of that very first deduction is when your plan becomes active. And by that first week of active coverage, you should be getting your preventative card which is the one for your, like, check-ups and stuff, and then your dental card. Um, normally for the VIP Classic plan, they don't mail that card out to you. So if you do want a physical one, you would have to contact us so that we can request it to the carrier. Um, but while you wait on your card, you're also welcome the week of your activation week to contact us if you have a dentist appointment, doctor appointment or a preventative appointment, and we can email you your card to the email on file. All right. Can you, um... All right, so there's not no way you're supposed... How... Can you put the, the order in for the, the physical part? I'm sorry? Can't you order me a card, a physical card, you said? Um, so you're... Once you become active, the first week, you're gonna get your dental and then your NEC Tele-RS which is the one for, like, a physical, um, SD cancer screening. You'll get those firsts the first week of your activation week. But for your VIP Classic, which is actually your medical plan, the one that covers doctor visits, the sick, urgent care emergency room, that card, they normally don't mail it out to you. Um, so you would have to call us once you become active so that we can request it because you would have to be active for us to put in a request for the VIP Classic card. Okay. So when, uh, when will I be able to, uh, like, use the dental? So you would have to be paying attention to your pay stubs. It typically takes one to two weeks for the staffing agency to start making the first deduction. Since we don't have access to their payrolls, I can't tell you if it's gonna be one or two weeks. So you would have to be observing your pay stubs to see when they finally deduct the \$38.80. Once you see that they finally took that money, the following Monday of the very first deduction is when your dental plan and NEC plan are going to start. And you can start using it once you become active. Um, but like I said, you won't get your card till that Thursday or Friday. So if you do have an appointment before you get your cards, you can call us and we can email them to you. And you can have them- Okay. ... via email while you wait on them. But for your VIP Classic plan, it is important that you remember that they don't mail it out to you. So if you do want a physical one, you have to call us so that we can- Do I ca- do I call this number here? Yes, sir. All right. Did you have any other questions? Nope. Okay. Well, I hope you have a great day. Thank you for your time. You as well. \*\*\*\*\*. Thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefit Center Cards. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yeah, I'm calling to, um, I'm calling to get my benefits set up where I can, um, you know, use my benefits, my dental, health, whatever I need.

Speaker speaker\_0: Okay, so you want to enroll?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, which veteran agency do you work for?

Speaker speaker\_1: Um, Serge. Serge Staffing.

Speaker speaker\_0: What is the last four-

Speaker speaker\_1: Serge.

Speaker speaker\_0: ... what is the last four of your social?

Speaker speaker\_1: 4-6-9-3.

Speaker speaker\_0: First and last name?

Speaker speaker\_1: Wesley James.

Speaker speaker\_0: Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 275 Edrick Ave, Newark, Ohio.

Speaker speaker\_0: And that date of birth?

Speaker speaker\_1: 5-29-1993.

Speaker speaker\_0: 313-727-0341 is your phone number?

Speaker speaker\_1: 313-727-0341.

Speaker speaker\_0: Uh, wesleyjames713@gmail.com, is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All right. So did you know by any chance what you want to be enrolled into already?

Speaker speaker\_1: I didn't hear you.

Speaker speaker\_0: Did you know which one wanted to be enrolled into already?

Speaker speaker\_1: No, I don't. I, I think they said my payment was supposed to come out my check this week, so I don't know which one I'm, I'm enrolling to. I don't know what, like what plan I'm on. I don't know. I don't really-

Speaker speaker\_0: So they do auto-enroll their new hires into a preventative plan called the MEC Tele-RS. That plan covers one physical visit, some vaccines, some STD screening, cancer screenings. It doesn't cover no doctor visits if sick, hospital visits if injured, urgent care, emergency room nor surgeries. So if you don't call to opt out of the auto-enrollment, they will

enroll you into that plan. Every other plan after that, it would be your responsibility to be enrolled self with the company. Um, so they haven't enrolled you into any other plans.

Speaker speaker\_1: So what do I do? I'm not understanding.

Speaker speaker\_0: So you would have to let me know which plan you want to be enrolled into. Do you have the benefit guide?

Speaker speaker\_1: I don't have nothing. That's what I'm saying. I'm calling just because they gave me your number. I don't have a benefit guide. I don't know what y'all offer. I don't know what to pro-

Speaker speaker\_0: Oh, okay. So since we do administrate this, because sometimes they do give their members, um, the guide, but I'll go ahead and email that to you.

Speaker speaker\_1: Are you not able to just tell me over the phone?

Speaker speaker\_0: Yes. You don't want me to send you the guide then? Uh, because it is a lot of information. It would be easier if you're looking at it as well.

Speaker speaker\_1: All right, what's the best-

Speaker speaker\_0: I just can plan-

Speaker speaker\_1: What's the best one? Uh...

Speaker speaker\_0: So they offer... I'll just go over all the plans and you can just let me know which one you want. Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So the first plan that I'm going to go over is the plan that I just went over, which is the MEC Tele-RS. That's the plan that they do auto-enroll the members if you don't call to opt out within the first 30 days. Um, so this one's called the Stay Healthy MEC Tele-RS. It does require you to stay within the network. And you can only use their preferred providers, doctors and clinics to receive coverage. Um, you do receive, however, prescription benefits through Med Impact and it offers a membership with Free RS, which gives you access to over the top 90% generic drugs prescribed to meet us as well as it offers virtual urgent care, which offers medical assistance virtually with medical providers. The MEC Tele-RS, however, will only cover preventative services such as a physical, some STD cancer screening, and some vaccines. MEC does not cover doctor visits if sick, hospital visits if injured, urgent care emergency room nor surgery. So if you do not want to be enrolled in a- auto-enrolled into the MEC Tele-RS, you can also opt out from the auto-enrollment. If you select this plan, this one would be \$16.80 weekly from your paycheck if you select the employee plan. Then they also offer two other plans called the VIP. There's the VIP Standard and the VIP Classic. These two only cover doctor visits if sick, hospital visits if injured, urgent care emergency room, and surgeries. However, they do not cover your preventative services, which is what the Stay Healthy MEC covers, such as a physical, some vaccinations, some STD cancer screenings-

Speaker speaker\_1: Which one covers the dental? I just need dental and maybe health insurance, whichever one cover to cover my dental and health.

Speaker speaker\_0: Okay, so I'm going over the medical plans right now, which would cover your health.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, the VIPs don't require you to stay within the network. As long as they take that insurance, you can use it out of the network, um, because it doesn't require a network requirement. Uh, you do get prescription benefits with the two VIPs through Pharmaville. Depending on the generic medication that it is, you can pay up to 10, 20 or \$30. And for the non generic they do offer you a discount. Two plans also do include the virtual urgent care which offers medical assistance virtually with medical providers. And out of the two, the standard is the basic one because it doesn't cover intensive care, rehabilitation, nor preventive surgery while the VIP covers that. Um, and the VIPs cover a flat 2022 hospital visit for in-hospital care and emergency room for in-hospital care visits by qualified surgery physicians. The standard covers a flat rate of \$125 per date visit while the VIP covers a flat rate of \$250 for dates from Massachusetts. So, so they cover... The VIP Classic covers a little bit more out of pocket towards those doctor vis-

Speaker speaker\_1: Hold on, hold on.

Speaker speaker\_0: So the standard, if you select this one, is \$17.63 weekly from your paycheck. And for the VIP Classic, it would be \$19.53 weekly from your paycheck. So those are the three medical plans they offer. The Stay Healthy NEC, which is the preventative one, that doesn't cover doctor visits, hospital visits, urgent care, emergency room, ul- nor surgeries. And then the two VIPs that do cover doctor visits, the sick, urgent care, emergency room and surgeries, but they don't cover your preventative.

Speaker speaker\_2: And what, what you mean preventative?

Speaker speaker\_0: Preventative would be like a physical, some vaccinations, some STD and cancer screening. Um, like your yearly checkups, those are considered preventative services. And then obviously-

Speaker speaker\_2: Oh, so like an STD, SDV or HIV checkup?

Speaker speaker\_0: Correct. Um, so your VIPs don't cover that stuff. They only cover your actual doctor visits if you were to get sick, or urgent care, emergency roo- like actual doctor visits.

Speaker speaker\_2: Do y'all have one that'll cover all, all of it though?

Speaker speaker\_0: So unfortunately, Surge Staffing doesn't offer a fourth plan that covers both benefits. If you did want to receive your preventative as well as your hospital indemnity, you would have to get the Stay Healthy and one of the VIPs. But you do gotta keep in mind that every plan that they offer is a separate deduction. So if you wanna get the Stay Healthy NEC Tele-RS, that one does cover preventative, which would cover like a physical, um, some STD screenings, some cancer screening. But the preventative plan doesn't cover no actual doctor visits. So let's say you do wanna receive your preventative coverage, that one's \$16.80. And then let's say you want, uh, one of the VIPs. So let's say, for example, that you

choose the VIP Standard. That's a weekly deduction of \$17.63 weekly. For those two combined, it would be a weekly deduction of \$34.43. Then if you select dental, that would be \$4.17 weekly from your paycheck, which would bump it up to \$38.60 weekly. But that's-

Speaker speaker\_2: You said with, with dental?

Speaker speaker\_0: ... just an example.

Speaker speaker\_2: Did you say with dental?

Speaker speaker\_0: Yeah, 'cause dental also has a separate charge. All of the plans have separate charges. And depending-

Speaker speaker\_2: Okay, so-

Speaker speaker\_0: ... on how many you select and which ones they are has a lot to do with how much the deduction is from your paycheck.

Speaker speaker\_2: Okay, so listen. I think I like the one you were saying with the, uh, VIP for the 30-some dollars a month. You, you said a week, right?

Speaker speaker\_0: Yeah, it's weekly deductions.

Speaker speaker\_2: Yeah, okay. I think I like that one. And then how much would I have to pay for the, the, what we would do, the dental cover?

Speaker speaker\_0: Um, so for dental, let's see. So the... They only offer one dental plan. This dental plan for a preventative visit, you're covered at 100%. Something basic like a cleaning of the teeth, that's covered at 80%. Basic restorative, so like if they gotta fill in a cavity, something basic like that is covered at 80%. X-rays are also covered at 80%. And with the dental plan, you have an annual maximum of \$750. Um, with dental, you would however have to pay a one-time deductible for... And that you just have to provide that once. So if you choose the individual plan, that one-time deductible would be a \$50. And for the employee plan, it's a weekly deduction of \$4.17 from your paycheck.

Speaker speaker\_2: Okay, so, so what was the \$50 you said it would be to d- that, that would come out every week?

Speaker speaker\_0: Um, so did you want to do the NEC Tele-RS? That's the one for, like, your checkups and that requires you to stay with the plan.

Speaker speaker\_2: Yeah, with the check- Yeah, with, with the checkup, with the VIP or whatever.

Speaker speaker\_0: Okay, and then with... between the VIPs, there's two different ones to select. Did you want to do the Standard or did you want to do the Classic? The Standard is the one that inc- that doesn't cover intensive care, rehabilitation, nor preventive surgery. That one is \$17.63 a week. And then the VIP Classic does cover those four areas and does cover a little bit more, um, towards those areas.



Speaker speaker\_2: Yeah, yeah. I want to get s-... I want to get the one that's covering everything, like the HIV, the STD testing if I need it or whatever.

Speaker speaker\_0: Uh, that would be the, uh, Tele-RS. These, um, the VIPs only cover your actual doctor visits if you get sick.

Speaker speaker\_2: Okay. But I thought you said I could, I coulda do another one and, um-

Speaker speaker\_0: Yeah, I-

Speaker speaker\_2: ... go for another checkup.

Speaker speaker\_0: ... already added that.

Speaker speaker\_2: Oh, okay. All right, um-

Speaker speaker\_0: I just need to know which one of the medical ones, like the actual medical-

Speaker speaker\_2: Oh.

Speaker speaker\_0: ... ones that is for a doctor if you want.

Speaker speaker\_2: Okay. I think, I think... Can you explain... Can you tell me that, um, again?

Speaker speaker\_0: Uh, yeah. So the... Just remember that the VIPs are the ones that only cover doctor visits, sick, hospital visits if injured, urgent care, emergency room. Um, those... The main differences between those two is that the Standard doesn't cover intensive care unit benefit, rehabilitation benefit, nor preventive surgery. And the VIP Classic does cover those four areas, and the VIP Classic covers a little bit more in dollar amount. So for example, for surgery and hospital, the VIP Standard covers only \$250 per day for a max of a day, while the VIP Classic covers a flat fee of \$500 per day for a max of a day. So let's say your bill is \$1000. If you choose the Standard, they cover 250. That means you would be responsible for \$750. Then for the VIP Classic, if your bill was 1000, they would cover 500. So that means you would be responsible for the remaining 500. Another example, for surgery and physician office, the VIP Standard covers a flat fee of \$125 per day for a max of two days. So if your bill is 200-

Speaker speaker\_3: Your bill is 200.

Speaker speaker\_0: And they cover-

Speaker speaker\_4: They cover 100%.

Speaker speaker\_0: ... 125, a year-round physical for \$75. But if you get the VIP Classic and you're booking through FinTru, they cover 250.

Speaker speaker\_4: Okay. So how much do I have to pay for the Classic?

Speaker speaker\_0: The Classic, um, is \$19.53. And then the standard is \$17.63.

Speaker speaker\_4: Yeah, I think I'll go with the \$19. You said that's weekly, right?

Speaker speaker\_0: Yes, weekly. All of these deductions are weekly deductions.

Speaker speaker\_4: Okay, gotcha.

Speaker speaker\_0: Depending on how many people there, I'll tell you at the end how much the total comes out to be.

Speaker speaker\_4: All right.

Speaker speaker\_0: Okay. So I have the NEC Tele-RS which is the one for your check-ups which is STDs, some SCD screenings, some cancer screenings, um, some vaccines and, uh, one year physical. That one is \$16.80 and I have your VIP Classic-

Speaker speaker\_4: VIP Classic.

Speaker speaker\_0: ... which actually covers your doctor visits. Uh, that one's \$19.53 a week. And dental is \$4.17 a week.

Speaker speaker\_4: Okay.

Speaker speaker\_0: Which will be a total of \$40.50.

Speaker speaker\_4: Okay. That's cool.

Speaker speaker\_0: Okay. Do you allow Surge Staffing to make the weekly deduction of \$40.50 for these three selected plans?

Speaker speaker\_4: Yes.

Speaker speaker\_0: Okay. Please allow one to two weeks for Surge to start making that first deduction of actually \$38.86. So it's only gonna be \$38.80 because they contribute to the 1.64 for the clients, okay? So once you see the very first deduction from your pay stubs, I would paying attention to your pay stubs. It could be one or two weeks that they finally start making the first deduction. But once you see that they finally deducted the \$38.86 from your paycheck, the following Monday of that very first deduction is when your plan becomes active. And by that first week of active coverage, you should be getting your preventative card which is the one for your, like, check-ups and stuff, and then your dental card. Um, normally for the VIP Classic plan, they don't mail that card out to you. So if you do want a physical one, you would have to contact us so that we can request it to the carrier. Um, but while you wait on your card, you're also welcome the week of your activation week to contact us if you have a dentist appointment, doctor appointment or a preventative appointment, and we can email you your card to the email on file.

Speaker speaker\_4: All right. Can you, um... All right, so there's not no way you're supposed... How... Can you put the, the order in for the, the physical part?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_4: Can't you order me a card, a physical card, you said?

Speaker speaker\_0: Um, so you're... Once you become active, the first week, you're gonna get your dental and then your NEC Tele-RS which is the one for, like, a physical, um, SD

cancer screening. You'll get those firsts the first week of your activation week. But for your VIP Classic, which is actually your medical plan, the one that covers doctor visits, the sick, urgent care emergency room, that card, they normally don't mail it out to you. Um, so you would have to call us once you become active so that we can request it because you would have to be active for us to put in a request for the VIP Classic card.

Speaker speaker\_4: Okay. So when, uh, when will I be able to, uh, like, use the dental?

Speaker speaker\_0: So you would have to be paying attention to your pay stubs. It typically takes one to two weeks for the staffing agency to start making the first deduction. Since we don't have access to their payrolls, I can't tell you if it's gonna be one or two weeks. So you would have to be observing your pay stubs to see when they finally deduct the \$38.80. Once you see that they finally took that money, the following Monday of the very first deduction is when your dental plan and NEC plan are going to start. And you can start using it once you become active. Um, but like I said, you won't get your card till that Thursday or Friday. So if you do have an appointment before you get your cards, you can call us and we can email them to you. And you can have them-

Speaker speaker\_4: Okay.

Speaker speaker\_0: ... via email while you wait on them. But for your VIP Classic plan, it is important that you remember that they don't mail it out to you. So if you do want a physical one, you have to call us so that we can-

Speaker speaker\_4: Do I ca- do I call this number here?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_4: All right.

Speaker speaker\_0: Did you have any other questions?

Speaker speaker\_4: Nope.

Speaker speaker\_0: Okay. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_4: You as well. \*\*\*\*\*.

Speaker speaker\_0: Thank you.