

Transcript: Estefania

Acevedo-5858928602431488-6728604115058688

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, my name's Dave Taborn. I wanted to see how I could get you guys' insurance since I'm still, since I'm working through you guys. Okay, yeah. Um, what was the name of the staffing agency? I'm sorry, 'cause we're just the healthcare administrators. I'm going through Surge. Surge? Okay. And then, what are the last four of your social? 2613. I'm sorry, 2612 or 13? 2613. Three, okay. And your first and last name, please? David Taborn. Okay. For security purposes, can you verify your address and date of birth? Sure, uh, my address is 3244 River Road, Senil, Ohio, 45365. My, my birth is July 28, 1976. 9376224618 is your phone number? Right. Okay. Then I have your last name period david@gmail.com dot date. Right. Okay, thank you. All right, let's see. Okay. So, how long have you been with them? I've been with them for, since I started with them at, uh, since January the 2nd this year. Okay. So, um, in the last 30 days, have you experienced a loss of benefit, gotten married, divorced, had a baby or adopted? No. I'm single. No? No kids. Okay. Um, so you would have to wait for the next company open enrollment to be eligible to enroll. Uh, it looks like you passed your personal open enrollment period. They give you 30 days from the day that you receive your first check to be eligible to enroll into the benefits. If you pass those 30 days, you do have to wait for the next company open enrollment to be eligible to enroll into the benefits that Surge offers. Um, last year it was in August, and most likely this year it's gonna be in August again. So you're welcome to contact us- All right. ... in the month of August to enroll, but for now you wouldn't be eligible. Well, 'cause I'm needing insurance 'cause I got medical problems. And I, I was with, um, Job and Service and Medicaid 'til it ended- Mm-hmm. ... on and on March the 1st, and I need money- Okay. ... to take care of my meds and stuff. I got- So- ... I got all these- So I- I got doc, yeah. Um, so I was gonna tell you that a loss of benefit is considered a quality life event. But I would have to send you an email to your email file, and you would have to send those documents back to us, um, stating that all docs will be provided within 30 days of quality life event. And then, the main office reviews it to see if that's considered a quality life event. And if it is, then you're eligible to enroll, but you would have to send those documents to us proving that- All right. ... you lost benefit within those 30 days of the quality life event. Um, so if you want, I can send you that and then you can send it back to us and I'll give you- Yeah, just- ... a call to let you know if you're eligible or not. Yeah, you can send it through, but it'll take, I'll be, I'll be on it, you know, and take care of it tomorrow 'cause I gotta go to work. Uh- Okay. Yeah, so I'll send it, but you would have to send those documents over to us. And then, like I said, the main office reviews it to see if you're eligible or not. If you are- All right. ... then you can enroll. But if you're not, then you would have to wait for the month of August to come around. Mm-hmm. Um, but give me one second. Let me go ahead and email those documents to you. I'll be right there. All right. Is that a good email to send it over? Yeah. Okay,

Thank you. Mm-hmm. Also, I got a, um, my company's gonna have an employee there. Also, um, I got a, a, uh, what you call it? Hey, do you know how you, if like say you, let's say hurt yourself somewhere if they're at work or at home, and they all send you to do a physical? I got a new doctor wants to do a physical on my back where it I kind of slipped up in March, well, in June, Jan, in January. And I was just got hurt on my porch and I slipped up. So I did went to work anyway, but, and I had took x- x-ray done. And they want to do a, a, uh, like a physical on me to get my back straight again. Mm-hmm. And, you know, ... and I can't get it done. Yes, sir. I understand. Um, but I went ahead and emailed you that email. Do you mind verifying that you received it? Uh, yeah, I got it. It's gonna come, it's gonna come, um, from an email that says info@benefitsinacard.com. So now, you really just have to send us those documents stating that you lost coverage within that timeframe. Right. And then we'll review it and let me know if you're eligible or not, and I'll give you a call with the answer. All right. But it is important that you know that, um, all documents sh- must show proof of the life event. And, um, it must be provided within 30 days of the life event. Okay? But- All right. ... all you have to do is send that over. All right, I did tomorrow. Okay, have a nice day. All right, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, my name's Dave Taborn. I wanted to see how I could get you guys' insurance since I'm still, since I'm working through you guys.

Speaker speaker_0: Okay, yeah. Um, what was the name of the staffing agency? I'm sorry, 'cause we're just the healthcare administrators.

Speaker speaker_1: I'm going through Surge.

Speaker speaker_0: Surge? Okay. And then, what are the last four of your social?

Speaker speaker_1: 2613.

Speaker speaker_0: I'm sorry, 2612 or 13?

Speaker speaker_1: 2613.

Speaker speaker_0: Three, okay. And your first and last name, please?

Speaker speaker_1: David Taborn.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Sure, uh, my address is 3244 River Road, Senil, Ohio, 45365. My, my birth is July 28, 1976.

Speaker speaker_0: 9376224618 is your phone number?

Speaker speaker_1: Right.

Speaker speaker_0: Okay. Then I have your last name period david@gmail.com dot date.

Speaker speaker_1: Right.

Speaker speaker_0: Okay, thank you. All right, let's see. Okay. So, how long have you been with them?

Speaker speaker_1: I've been with them for, since I started with them at, uh, since January the 2nd this year.

Speaker speaker_0: Okay. So, um, in the last 30 days, have you experienced a loss of benefit, gotten married, divorced, had a baby or adopted?

Speaker speaker_1: No. I'm single.

Speaker speaker_0: No?

Speaker speaker_1: No kids.

Speaker speaker_0: Okay. Um, so you would have to wait for the next company open enrollment to be eligible to enroll. Uh, it looks like you passed your personal open enrollment period. They give you 30 days from the day that you receive your first check to be eligible to enroll into the benefits. If you pass those 30 days, you do have to wait for the next company open enrollment to be eligible to enroll into the benefits that Surge offers. Um, last year it was in August, and most likely this year it's gonna be in August again. So you're welcome to contact us-

Speaker speaker_1: All right.

Speaker speaker_0: ... in the month of August to enroll, but for now you wouldn't be eligible.

Speaker speaker_1: Well, 'cause I'm needing insurance 'cause I got medical problems. And I, I was with, um, Job and Service and Medicaid 'til it ended-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... on and on March the 1st, and I need money-

Speaker speaker_0: Okay.

Speaker speaker_1: ... to take care of my meds and stuff. I got-

Speaker speaker_0: So-

Speaker speaker_1: ... I got all these-

Speaker speaker_0: So I-

Speaker speaker_1: I got doc, yeah.

Speaker speaker_0: Um, so I was gonna tell you that a loss of benefit is considered a quality life event. But I would have to send you an email to your email file, and you would have to

send those documents back to us, um, stating that all docs will be provided within 30 days of quality life event. And then, the main office reviews it to see if that's considered a quality life event. And if it is, then you're eligible to enroll, but you would have to send those documents to us proving that-

Speaker speaker_1: All right.

Speaker speaker_0: ... you lost benefit within those 30 days of the quality life event. Um, so if you want, I can send you that and then you can send it back to us and I'll give you-

Speaker speaker_1: Yeah, just-

Speaker speaker_0: ... a call to let you know if you're eligible or not.

Speaker speaker_1: Yeah, you can send it through, but it'll take, I'll be, I'll be on it, you know, and take care of it tomorrow 'cause I gotta go to work. Uh-

Speaker speaker_0: Okay. Yeah, so I'll send it, but you would have to send those documents over to us. And then, like I said, the main office reviews it to see if you're eligible or not. If you are-

Speaker speaker_1: All right.

Speaker speaker_0: ... then you can enroll. But if you're not, then you would have to wait for the month of August to come around.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but give me one second. Let me go ahead and email those documents to you. I'll be right there.

Speaker speaker_1: All right.

Speaker speaker_0: Is that a good email to send it over?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay,

Speaker speaker_2: Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Also, I got a, um, my company's gonna have an employee there. Also, um, I got a, a, uh, what you call it? Hey, do you know how you, if like say you, let's say hurt yourself somewhere if they're at work or at home, and they all send you to do a physical? I got a new doctor wants to do a physical on my back where it I kind of slipped up in March, well, in June, Jan, in January. And I was just got hurt on my porch and I slipped up. So I did went to work anyway, but, and I had took x- x-ray done. And they want to do a, a, uh, like a physical on me to get my back straight again.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, you know,

Speaker speaker_2: ...

Speaker speaker_1: and I can't get it done.

Speaker speaker_0: Yes, sir. I understand. Um, but I went ahead and emailed you that email. Do you mind verifying that you received it?

Speaker speaker_1: Uh, yeah, I got it.

Speaker speaker_0: It's gonna come, it's gonna come, um, from an email that says info@benefitsinacard.com. So now, you really just have to send us those documents stating that you lost coverage within that timeframe.

Speaker speaker_1: Right.

Speaker speaker_0: And then we'll review it and let me know if you're eligible or not, and I'll give you a call with the answer.

Speaker speaker_1: All right.

Speaker speaker_0: But it is important that you know that, um, all documents sh- must show proof of the life event. And, um, it must be provided within 30 days of the life event. Okay? But-

Speaker speaker_1: All right.

Speaker speaker_0: ... all you have to do is send that over.

Speaker speaker_1: All right, I did tomorrow.

Speaker speaker_0: Okay, have a nice day.

Speaker speaker_1: All right, bye.