

## **Transcript: Estefania**

**Acevedo-6544785514905600-5054679574593536**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. Um, I'm calling from Surge, um, Staffing. I'm currently staff through them. Um, I was calling to see, um, I just signed up for insurance. I'm trying to see like what kind of insurance is offered and if it's like health dental and vision. Okay, yeah. I can help you with that. Um, for that I do have to get in your file. Okay. What is the last four of your Social? 3225. And then what's your first and last name? Jasmine Bridges. Thank you. I'm sorry, you said 3225- Mm-hmm. ... for the last four? Yeah, 3225. Yeah. And it's 4- Mm-hmm. ... or the first. So you can- Last name Bridges? Yes. Okay. How long have you been with them? Um, I started w- with them last month but, uh, I worked for like one day and then I just currently got staffed through, um, a production plant. So I started yesterday. Oh, okay. They still haven't sent us your file and I think that could be just started. Um, either I can go ahead and create your file, but for that I do need your full Social, full address, all of your information. And if you don't... Or if you don't feel comfortable doing that, you're welcome to keep calling throughout the week to see if they went ahead and sent us that. Uh, 'cause it's gonna- Um, you can create my file. Okay. All right. And then you said you're with Surge. Yes. And I need your full Social, please. 416-53-3225. That was 416-53-3225? Yes, ma'am. And then your name, is it with a Y or a J? J-A-S-M-I-N-E. Thank you. And then last name Bridges? Yeah, B-R-I-D-G-E-S. Thank you. And then what is your address? Uh, 13796 Old Marion Road, Duncanville, Alabama, uh, 35456. Okay. I put ... Gotta get this. And what is your date of birth? Uh, 1-17-01. And your email? Uh, jb6387162@gmail.com. Thank you. And your phone number? Is it the one you're calling from- Yes. ... the T-56-337- Yes. Okay, 1757. Do you want to add a secondary or do you wanna just keep that? Um, thank you. Um, can I have a secondary email? Yes, what is it? Okay, one sec. sophiaa99@icloud.com. Okay, thank you. Okay. All right. And if you want, I can go ahead and send you the guide that has all the plans that they offer, as well as the prices to those plans. If you want, I can send it to both of those emails. Yes, that'll be fine. And then if you want, I can also explain the plan. Yeah, that's fine. Okay. So I'ma go ahead and send that. Give me one... And then once I send it, I'll get you to verify if you've received it, just so that- Okay. ... I make sure that you did get, get it indeed. Okay. Sorry, my computer's slow. Yep. It's, it's on a, it's on 6.5 now. Well, I'm a- Yes. All right, ma'am. I went ahead and emailed you the benefit guide. So that guide, it has all the plans that they offer as well as the prices to those plans. Um, if you could please verify that you received it. It should come from an email that says, "Info@benefitsinacar.com." And if you don't see it right away- Okay. ... if you could please check your spam and your junk. Sometimes it says there. I got it. Okay, so if you open that PDF, it's gonna show you all the plans that they offer. So, if you want, I can go ahead and start in explaining them to you. Yeah, you can. Okay. So, it looks like they offer three different

type of medical plans. The first one that I'm going to go over is only a preventative plan. This is the one that they auto-enroll their members typically in. Um, so if you're not interested in being enrolled into the one I'm fixing to explain to you, I could go ahead and opt you out. This plan is called the Stay Healthy MUC TeleRx. This plan will cover only one physical visit a year, some vaccinations like the tetanus shot, some cancer screenings, some STD screenings and even some counseling. However, your Stay Healthy MUC TeleRx plan is only for preventative services, meaning it's not going to cover your doctor visits if you go to the doctor because you get sick, any hospital visits because you get injured, urgent care, emergency room, nor surgeries. So, it's only for preventative services. Um, this plan does require you to stay within the network and only use their preferred providers to receive coverage. It includes prescription benefits with Aleaxar and it also offers a membership with Free Rx, which gives you access to over 800 of the top 90% generic drugs prescribed in the US and it offers cheaper medications. It also includes Virtual Urgent Care, which gives you access to medical providers virtually. But like I said earlier, the Stay Healthy plan is only for your preventative services. Okay? If you were to fill out the Stay Healthy for employee only, that would be a weekly deduction from your paycheck of \$16.80. And then there's two other plans that they offer. Um, the first one's call... Well, these are the VIPs. There's the VIP Standard and the VIP Classic. These plans are the ones that do cover your doctor visits if you were to get sick, your hospital visits if you get injured, urgent care, emergency room and surgeries. But the VIPs do not cover your preventative services. So, they don't cover what I just went through with the Stay Healthy. Um, they are only hospital indemnity plans, meaning that they only cover doctor visits if you're already sick, hospital visits if you get injured and all of that, but they do not cover your preventative services. These two plans also don't require you to stay within the network compared with Stay Healthy. With the VIPs, you could use providers outside of the network or in the network to receive coverage. They also offer prescription benefits, but through PharmaBill, which depending on what medication, generic medication you get, you can pay up to \$10, \$20, \$30. And for the non-generic, they do offer a discount. Hmm. Uh, the, the VIPs- Mm-hmm. ... do also include the Virtual Urgent Care which offers medical assistance virtually with medical providers. The main difference between the VIP Standard and the VIP Classic is that the Standard doesn't cover intensive care, rehabilitation nor any preventive surgery that you may inquire, while your VIP Classic does cover those areas. And your VIP Classic is going to cover a greater dollar amount towards whatever service you go for, compared to the Standard. So, a good example is for emergency... I'm sorry, surgery and physician office. The Standard covers \$125 per day for a max of two days, while your Classic would cover \$250 per day for a max of two days. For surgery and hospital, the Standard covers \$250 per day for a max of a day, and your Classic would cover \$500 per day for a max of one day. So, that dollar amount of the Classic is going to pay more towards whatever service you go for. And the Classic includes intensive care, rehabilitation, and preventive surgeries. If you were to select between those two plans, the Standard for employee would be a weekly deduction of \$17.63. And your VIP Classic would be a weekly deduction of \$19.53. Is... I was gonna also let you know that, let's say, you wanted to have coverage for your preventative services, so that would be like a... one physical visit a year, some vaccinations, some STD, cancer screenings, but you also want to be covered in the areas of the doctor visits if you're already sick, hospital visits if you get injured, urgent care, emergency rooms and surgeries, you are allowed to add the Stay Healthy and then one of the VIPs. Um, so- Okay, so you can add the Stay Healthy

with the VIP? Yes. You're allowed to... Because, um, the Stay Healthy is only for, like, preventatives. So, you're allowed to choose that one and one of the VIPs, because they don't offer a plan that offers both, um, benefits. So, you are allowed to choose the Stay Healthy as well as one of the VIPs if you want coverage in the areas of your preventative services or vice versa, if you want coverage for your actual doctor visits. Okay. Well, I'll sign... I'll sign up for the Stay Healthy and the Classic. Okay. And then they also... I was gonna tell you that they also do, um, offer additional benefits. So, the additional benefits would be your dental plan, your vision plan, your short-term 24-hour accident, your term life, and your behavior health. So, it looks like they offer three... six different additional plans. And those six additional plans do have their separate deductions. So, for example, let's say you would want to include vision. So for vision, for employee only, it would be a weekly deduction of \$2.15 from your paycheck. Let's say you wanted dental. For dental, for employee, that would be a weekly deduction of \$4.17. Short-term for employees, \$4.61 weekly, 24-hour group accident for employees, \$1.90. Your term life plan for employees, \$1.07. And your behavior health is \$1.50. Okay. I'll sign up for all those. All of those? Okay. Did you want any information on those? Um, it's... I think it's in the packet, but you can give me information if you need to. I just really need information about the, um, dental. Okay. So for your dental plan, um, that one, a preventative visit is covered at 100%. Anything basic, like if you go for a cleansing of the teeth, that's covered at 80%. A basic restorative, so if they find a cavity and they gotta fill it, that's covered at 80%. X-rays are covered at 80%. And you have an annual maximum of seven-... \$750. And with your dental plan, you would have to give a one-time deductible. So, let's say you select the employee plan, you would have to give a one-time deductible of \$50. Okay. Do they do like braces or like, um, like broken teeth, like repairs for veneers or anything like that? Is that covered? So, since we're just the healthcare administrators, I'm really only allowed to give you information from what I see on the package. Okay. Any detailed questions that you may have like that, we would have, I would have to transfer you to the carrier 'cause they would be able to answer that. Okay. Who would the carrier be for that? American Public Life is your carrier for dental plan, your short-term, your critical illness, your term life, your group accident, and your VIP plans. And then for vision, it would be MetLife. And for preventative, it would be 90 degrees. Okay. Um, y- yeah. You can sign me up for all those. That's fine. Okay. And then I- And could you e- Yes. Could you email me the information? Yes. So if you want- Okay. ... I'll send you another benefit guide and I can, I can write down who the carriers are. Because if you do have questions, like particular questions like that, like, "Hey, does it cover braces?" You would have to contact the carrier, and they would be- Okay. ... able to let you know. Um, so you said so far you wanted the VIP Classic for employees. That's \$19.53 weekly. Um, you said you wanted dental for employee. That's \$4.17. Uh, your preventative, which is your MUC Telar Reps for employees, that's \$16.80 weekly. Did you want, like, vision? Did you want vision, term life, any of those? Yeah. I want all of those. Okay. So I have vision for \$2.15. That... And then I have term life for \$1.07 for employee. Did you want to do short-term disability for \$4.61 for employee? Yes. Okay, then. What about critical illness? That's \$3.88 for employee. Uh, yeah, that's fine too. They also have group accident for \$1.90. Did you wanna do that? Yeah. And then- And I also wanted the Stay Healthy with the VIP. Yes, ma'am. I included those already. Okay. Um, I know you said you wanted all of them, but since the live's being recorded, I do need to, like, tell you what I'm- Okay. ... enrolling you in. And then, um, that leaves behavior health for \$1.50. Did you wanna, um, add that one or... Yes.

Okay. So, that would be a weekly deduction of \$55.67 for VIP Classic, for 19.53, employee, dental for \$4.17 for employee, short-term disability for \$4.61 for employee, term life for \$1.07 for employee, vision for \$2.15 for employee, critical illness for \$3.88 for employee, group accident for \$1.90 for employee, the MUC Telar Reps for \$16.80 for employee, and behavior health for \$1.50 for employee. Do you allow Surge Staffing to make the weekly deductions of \$55.67 for these selected plans? Yes. Okay. So, I also do need, since you chose group accident, critical illness, um, I do need a beneficiary from you. So just in case something was to happen to you, who do you want to put down as a beneficiary? Um... You can put Charlotte Hillis. Okay. And then what is your relationship with them? Um, you can put grandmother. Okay. Okay. So please allow one or two weeks for your employer to start making this deduction. Once you see the very first deduction of the \$55.67 come out of your paycheck, the following Monday of that first deduction is when you have active coverage, okay? And then by that Thursday or Friday of your first activation week, you should be getting your, um, dental card, your vision card, and your preventative card, which is your MUC TeleRx one. Okay. And then I was gonna let you know that for your VIP Classic Card, that, um, hospital indemnity card, they never really send it out to the member. So if you do want a physical card, you're welcome to give us a call that first Monday of your activation week to put in a request. But for me to request it, you would have to be active already, okay? So once you see that- Okay. ... first deduction of the \$55.67, the following Monday is when you have active coverage. And if you do want a physical card, you're welcome to give us a call and we can put that request in. But you for sure should be getting your preventative card, your dental card, and your vision card first, either that Thursday or Friday. And if for some reason you have a doctor's appointment that first week of your activation week and you still don't have your cards, you're welcome to call this number and we can send them, if they're available, via email. Okay. Okay. And then if you want, I can go ahead and send you, um, that email with the carrier's information. Yes, that'd be fine. While I do that, um, can I put you in a brief hold while I send that over, just so that I'm sure that you- Yes, ma'am. ... did receive it? And then do you want me- Yes, ma'am. ... to send them on both of the emails or just a certain one? Uh, you can send them to both of them. Okay. I'll be right back. Okay. Oh. Um, I went ahead- Hello? ... and sent you... Um, thank you for your help. I went ahead and sent you your email- Okay. ... with those phone numbers. If you could please verify that you've received it. Yes. I- I got 'em. Okay. And then just in case you have any specific questions about certain services that you don't see on the guide, I would contact, uh, those carriers and they would let you know if that service would be covered or not, or if they do cover in general... that service. Okay. Okay. But you have been enrolled, so now you- Okay. Thank you so much. ... really just have to wait for your staffing agency to do the deductions. Okay. Thank you so much. You're welcome. Have a nice day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello. Um, I'm calling from Surge, um, Staffing. I'm currently staff through them. Um, I was calling to see, um, I just signed up for insurance. I'm trying to see like what kind of insurance is offered and if it's like health dental and vision.

Speaker speaker\_0: Okay, yeah. I can help you with that. Um, for that I do have to get in your file.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What is the last four of your Social?

Speaker speaker\_1: 3225.

Speaker speaker\_0: And then what's your first and last name?

Speaker speaker\_1: Jasmine Bridges.

Speaker speaker\_0: Thank you. I'm sorry, you said 3225-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... for the last four?

Speaker speaker\_1: Yeah, 3225. Yeah.

Speaker speaker\_2: And it's 4-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... or the first. So you can-

Speaker speaker\_0: Last name Bridges?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. How long have you been with them?

Speaker speaker\_1: Um, I started w- with them last month but, uh, I worked for like one day and then I just currently got staffed through, um, a production plant. So I started yesterday.

Speaker speaker\_0: Oh, okay. They still haven't sent us your file and I think that could be just started. Um, either I can go ahead and create your file, but for that I do need your full Social, full address, all of your information. And if you don't... Or if you don't feel comfortable doing that, you're welcome to keep calling throughout the week to see if they went ahead and sent us that. Uh, 'cause it's gonna-

Speaker speaker\_1: Um, you can create my file.

Speaker speaker\_0: Okay. All right. And then you said you're with Surge.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I need your full Social, please.

Speaker speaker\_1: 416-53-3225.

Speaker speaker\_0: That was 416-53-3225?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then your name, is it with a Y or a J?

Speaker speaker\_1: J-A-S-M-I-N-E.

Speaker speaker\_0: Thank you. And then last name Bridges?

Speaker speaker\_1: Yeah, B-R-I-D-G-E-S.

Speaker speaker\_0: Thank you. And then what is your address?

Speaker speaker\_1: Uh, 13796 Old Marion Road, Duncanville, Alabama, uh, 35456.

Speaker speaker\_0: Okay.

Speaker speaker\_2: I put ... Gotta get this.

Speaker speaker\_0: And what is your date of birth?

Speaker speaker\_1: Uh, 1-17-01.

Speaker speaker\_0: And your email?

Speaker speaker\_1: Uh, jb6387162@gmail.com.

Speaker speaker\_0: Thank you. And your phone number? Is it the one you're calling from-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... the T-56-337-

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, 1757. Do you want to add a secondary or do you wanna just keep that? Um, thank you.

Speaker speaker\_1: Um, can I have a secondary email?

Speaker speaker\_0: Yes, what is it?

Speaker speaker\_1: Okay, one sec. sophiaa99@icloud.com.

Speaker speaker\_0: Okay, thank you. Okay. All right. And if you want, I can go ahead and send you the guide that has all the plans that they offer, as well as the prices to those plans. If you want, I can send it to both of those emails.

Speaker speaker\_1: Yes, that'll be fine.

Speaker speaker\_0: And then if you want, I can also explain the plan.

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: Okay. So I'ma go ahead and send that. Give me one... And then once I send it, I'll get you to verify if you've received it, just so that-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I make sure that you did get, get it indeed. Okay. Sorry, my computer's slow.

Speaker speaker\_2: Yep. It's, it's on a, it's on 6.5 now.

Speaker speaker\_1: Well, I'm a-

Speaker speaker\_2: Yes.

Speaker speaker\_0: All right, ma'am. I went ahead and emailed you the benefit guide. So that guide, it has all the plans that they offer as well as the prices to those plans.

Speaker speaker\_3: Um, if you could please verify that you received it. It should come from an email that says, "Info@benefitsinacar.com." And if you don't see it right away-

Speaker speaker\_4: Okay.

Speaker speaker\_3: ... if you could please check your spam and your junk. Sometimes it says there.

Speaker speaker\_4: I got it.

Speaker speaker\_3: Okay, so if you open that PDF, it's gonna show you all the plans that they offer. So, if you want, I can go ahead and start in explaining them to you.

Speaker speaker\_4: Yeah, you can.

Speaker speaker\_3: Okay. So, it looks like they offer three different type of medical plans. The first one that I'm going to go over is only a preventative plan. This is the one that they auto-enroll their members typically in. Um, so if you're not interested in being enrolled into the one I'm fixing to explain to you, I could go ahead and opt you out. This plan is called the Stay Healthy MUC TeleRx. This plan will cover only one physical visit a year, some vaccinations like the tetanus shot, some cancer screenings, some STD screenings and even some counseling. However, your Stay Healthy MUC TeleRx plan is only for preventative services, meaning it's not going to cover your doctor visits if you go to the doctor because you get sick, any hospital visits because you get injured, urgent care, emergency room, nor surgeries. So, it's only for preventative services. Um, this plan does require you to stay within the network and only use their preferred providers to receive coverage. It includes prescription benefits with Aleaxar and it also offers a membership with Free Rx, which gives you access to over 800 of the top 90% generic drugs prescribed in the US and it offers cheaper medications. It also includes Virtual Urgent Care, which gives you access to medical providers virtually. But like I said earlier, the Stay Healthy plan is only for your preventative services. Okay? If you were to fill out the Stay Healthy for employee only, that would be a weekly deduction from your paycheck of \$16.80. And then there's two other plans that they offer. Um, the first one's call... Well, these are the VIPs. There's the VIP Standard and the VIP Classic. These plans are the ones that do cover your doctor visits if you were to get sick, your hospital visits if you

get injured, urgent care, emergency room and surgeries. But the VIPs do not cover your preventative services. So, they don't cover what I just went through with the Stay Healthy. Um, they are only hospital indemnity plans, meaning that they only cover doctor visits if you're already sick, hospital visits if you get injured and all of that, but they do not cover your preventative services. These two plans also don't require you to stay within the network compared with Stay Healthy. With the VIPs, you could use providers outside of the network or in the network to receive coverage. They also offer prescription benefits, but through PharmaBill, which depending on what medication, generic medication you get, you can pay up to \$10, \$20, \$30. And for the non-generic, they do offer a discount.

Speaker speaker\_4: Hmm.

Speaker speaker\_3: Uh, the, the VIPs-

Speaker speaker\_5: Mm-hmm.

Speaker speaker\_3: ... do also include the Virtual Urgent Care which offers medical assistance virtually with medical providers. The main difference between the VIP Standard and the VIP Classic is that the Standard doesn't cover intensive care, rehabilitation nor any preventive surgery that you may inquire, while your VIP Classic does cover those areas. And your VIP Classic is going to cover a greater dollar amount towards whatever service you go for, compared to the Standard. So, a good example is for emergency... I'm sorry, surgery and physician office. The Standard covers \$125 per day for a max of two days, while your Classic would cover \$250 per day for a max of two days. For surgery and hospital, the Standard covers \$250 per day for a max of a day, and your Classic would cover \$500 per day for a max of one day. So, that dollar amount of the Classic is going to pay more towards whatever service you go for. And the Classic includes intensive care, rehabilitation, and preventive surgeries. If you were to select between those two plans, the Standard for employee would be a weekly deduction of \$17.63. And your VIP Classic would be a weekly deduction of \$19.53. Is... I was gonna also let you know that, let's say, you wanted to have coverage for your preventative services, so that would be like a... one physical visit a year, some vaccinations, some STD, cancer screenings, but you also want to be covered in the areas of the doctor visits if you're already sick, hospital visits if you get injured, urgent care, emergency rooms and surgeries, you are allowed to add the Stay Healthy and then one of the VIPs. Um, so-

Speaker speaker\_4: Okay, so you can add the Stay Healthy with the VIP?

Speaker speaker\_3: Yes. You're allowed to... Because, um, the Stay Healthy is only for, like, preventatives. So, you're allowed to choose that one and one of the VIPs, because they don't offer a plan that offers both, um, benefits. So, you are allowed to choose the Stay Healthy as well as one of the VIPs if you want coverage in the areas of your preventative services or vice versa, if you want coverage for your actual doctor visits.

Speaker speaker\_4: Okay. Well, I'll sign... I'll sign up for the Stay Healthy and the Classic.

Speaker speaker\_3: Okay. And then they also... I was gonna tell you that they also do, um, offer additional benefits. So, the additional benefits would be your dental plan, your vision plan, your short-term 24-hour accident, your term life, and your behavior health. So, it looks

like they offer three... six different additional plans. And those six additional plans do have their separate deductions. So, for example, let's say you would want to include vision. So for vision, for employee only, it would be a weekly deduction of \$2.15 from your paycheck. Let's say you wanted dental. For dental, for employee, that would be a weekly deduction of \$4.17. Short-term for employees, \$4.61 weekly, 24-hour group accident for employees, \$1.90. Your term life plan for employees, \$1.07. And your behavior health is \$1.50.

Speaker speaker\_6: Okay. I'll sign up for all those.

Speaker speaker\_3: All of those? Okay. Did you want any information on those?

Speaker speaker\_6: Um, it's... I think it's in the packet, but you can give me information if you need to. I just really need information about the, um, dental.

Speaker speaker\_3: Okay. So for your dental plan, um, that one, a preventative visit is covered at 100%. Anything basic, like if you go for a cleansing of the teeth, that's covered at 80%. A basic restorative, so if they find a cavity and they gotta fill it, that's covered at 80%. X-rays are covered at 80%. And you have a annual maximum of seven-... \$750. And with your dental plan, you would have to give a one-time deductible. So, let's say you select the employee plan, you would have to give a one-time deductible of \$50.

Speaker speaker\_6: Okay. Do they do like braces or like, um, like broken teeth, like repairs for veneers or anything like that? Is that covered?

Speaker speaker\_3: So, since we're just the healthcare administrators, I'm really only allowed to give you information from what I see on the package.

Speaker speaker\_6: Okay.

Speaker speaker\_3: Any detailed questions that you may have like that, we would have, I would have to transfer you to the carrier 'cause they would be able to answer that.

Speaker speaker\_6: Okay. Who would the carrier be for that?

Speaker speaker\_3: American Public Life is your carrier for dental plan, your short-term, your critical illness, your term life, your group accident, and your VIP plans. And then for vision, it would be MetLife. And for your preventative, it would 90 degrees.

Speaker speaker\_6: Okay. Um, y- yeah. You can sign me up for all those. That's fine.

Speaker speaker\_3: Okay. And then I-

Speaker speaker\_6: And could you e-

Speaker speaker\_3: Yes.

Speaker speaker\_6: Could you email me the information?

Speaker speaker\_3: Yes. So if you want-

Speaker speaker\_6: Okay.

Speaker speaker\_3: ... I'll send you another benefit guide and I can, I can write down who the carriers are. Because if you do have questions, like particular questions like that, like, "Hey, does it cover braces?" You would have to contact the carrier, and they would be-

Speaker speaker\_6: Okay.

Speaker speaker\_3: ... able to let you know. Um, so you said so far you wanted the VIP Classic for employees. That's \$19.53 weekly. Um, you said you wanted dental for employee. That's \$4.17. Uh, your preventative, which is your MUC Telar Reps for employees, that's \$16.80 weekly. Did you want, like, vision? Did you want vision, term life, any of those?

Speaker speaker\_6: Yeah. I want all of those.

Speaker speaker\_3: Okay. So I have vision for \$2.15. That... And then I have term life for \$1.07 for employee. Did you want to do short-term disability for \$4.61 for employee?

Speaker speaker\_6: Yes.

Speaker speaker\_3: Okay, then. What about critical illness? That's \$3.88 for employee.

Speaker speaker\_6: Uh, yeah, that's fine too.

Speaker speaker\_3: They also have group accident for \$1.90. Did you wanna do that?

Speaker speaker\_6: Yeah.

Speaker speaker\_3: And then-

Speaker speaker\_6: And I also wanted the Stay Healthy with the VIP.

Speaker speaker\_3: Yes, ma'am. I included those already.

Speaker speaker\_6: Okay.

Speaker speaker\_3: Um, I know you said you wanted all of them, but since the live's being recorded, I do need to, like, tell you what I'm-

Speaker speaker\_6: Okay.

Speaker speaker\_3: ... enrolling you in. And then, um, that leaves behavior health for \$1.50. Did you wanna, um, add that one or...

Speaker speaker\_6: Yes.

Speaker speaker\_3: Okay. So, that would be a weekly deduction of \$55.67 for VIP Classic, for 19.53, employee, dental for \$4.17 for employee, short-term disability for \$4.61 for employee, term life for \$1.07 for employee, vision for \$2.15 for employee, critical illness for \$3.88 for employee, group accident for \$1.90 for employee, the MUC Telar Reps for \$16.80 for employee, and behavior health for \$1.50 for employee. Do you allow Surge Staffing to make the weekly deductions of \$55.67 for these selected plans?

Speaker speaker\_6: Yes.

Speaker speaker\_3: Okay. So, I also do need, since you chose group accident, critical illness, um, I do need a beneficiary from you. So just in case something was to happen to you, who do you want to put down as a beneficiary?

Speaker speaker\_6: Um... You can put Charlotte Hillis.

Speaker speaker\_3: Okay. And then what is your relationship with them?

Speaker speaker\_6: Um, you can put grandmother.

Speaker speaker\_7: Okay.

Speaker speaker\_3: Okay. So please allow one or two weeks for your employer to start making this deduction. Once you see the very first deduction of the \$55.67 come out of your paycheck, the following Monday of that first deduction is when you have active coverage, okay? And then by that Thursday or Friday of your first activation week, you should be getting your, um, dental card, your vision card, and your preventative card, which is your MUC TeleRx one.

Speaker speaker\_7: Okay.

Speaker speaker\_3: And then I was gonna let you know that for your VIP Classic Card, that, um, hospital indemnity card, they never really send it out to the member. So if you do want a physical card, you're welcome to give us a call that first Monday of your activation week to put in a request. But for me to request it, you would have to be active already, okay? So once you see that-

Speaker speaker\_7: Okay.

Speaker speaker\_3: ... first deduction of the \$55.67, the following Monday is when you have active coverage. And if you do want a physical card, you're welcome to give us a call and we can put that request in. But you for sure should be getting your preventative card, your dental card, and your vision card first, either that Thursday or Friday. And if for some reason you have a doctor's appointment that first week of your activation week and you still don't have your cards, you're welcome to call this number and we can send them, if they're available, via email.

Speaker speaker\_7: Okay.

Speaker speaker\_3: Okay. And then if you want, I can go ahead and send you, um, that email with the carrier's information.

Speaker speaker\_7: Yes, that'd be fine.

Speaker speaker\_3: While I do that, um, can I put you in a brief hold while I send that over, just so that I'm sure that you-

Speaker speaker\_7: Yes, ma'am.

Speaker speaker\_3: ... did receive it? And then do you want me-

Speaker speaker\_7: Yes, ma'am.

Speaker speaker\_3: ... to send them on both of the emails or just a certain one?

Speaker speaker\_7: Uh, you can send them to both of them.

Speaker speaker\_3: Okay. I'll be right back.

Speaker speaker\_7: Okay.

Speaker speaker\_3: Oh. Um, I went ahead-

Speaker speaker\_8: Hello?

Speaker speaker\_3: ... and sent you... Um, thank you for your help. I went ahead and sent you your email-

Speaker speaker\_8: Okay.

Speaker speaker\_3: ... with those phone numbers. If you could please verify that you've received it.

Speaker speaker\_8: Yes. I- I got 'em.

Speaker speaker\_3: Okay. And then just in case you have any specific questions about certain services that you don't see on the guide, I would contact, uh, those carriers and they would let you know if that service would be covered or not, or if they do cover in general... that service.

Speaker speaker\_8: Okay.

Speaker speaker\_3: Okay. But you have been enrolled, so now you-

Speaker speaker\_8: Okay. Thank you so much.

Speaker speaker\_3: ... really just have to wait for your staffing agency to do the deductions.

Speaker speaker\_8: Okay. Thank you so much.

Speaker speaker\_3: You're welcome. Have a nice day.

Speaker speaker\_8: You too.