

Transcript: Francesca

Baez-4568037790269440-6630345525903360

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits My name is Francesca. How can I assist you today? Uh, yes. I was just calling to get information on getting benefits through Surge Staffing. Okay. What type of information were you looking for? Um, mainly just, like, how much it'll cost a month and, like, what different plans that they offer. Okay. Let's take a look at your account and make sure you're eligible for enrollment. You say you're with Surge? Yes. What is the last four of the Social? 9414. And the last name? Harris. Yvonne Harris? Yes. Okay. And for security purposes, can you verify your mailing address and date of birth for me? It's 531 North Walnut Street and that's Wooster, Ohio 44691. And it's 12994. So we have an address. It does however have the same CIP code, state, and ZT. Uh, it's probably, uh... Shit. Um, it's probably the Melrose Drive. That one's an old one. Do you remember by any chance what the house number was, or building? I, unfortunately, do not. Hold on. Let me take a look at my ID 'cause I think I still have that address on it. Oh, where, where'd my wallet go? 35-74 Melrose Drive, Apartment K5. Yes, sir. Do you need me to change it to that North Walnut Street? Yes. All right. I have Beth's contact, 740-565-0807. It's, uh, 0806. 0806. And then I have your email down as dharris1648@gmail.com? Yes. By any chance, within the last 30 days, did you lose benefits with another carrier? No. Okay. So the only thing is you currently don't have a personal enrollment period, and your company enrollment period already passed in August. Okay. So you wouldn't be able to get benefits for this year with Surge Staffing. You'll have to wait 'til August 20, 25th, to be eligible for it. I can still give you the coverage information but you wouldn't be eligible to enroll at the moment. So I'd have to wait clear 'til next year to get insurance? Yes, sir, 'cause the last personal enrollment period that you had as a rehired, if our information is correct, was from October. That has already expired November 10th. Hm. That'd been nice if they would've told me that. I do apologize for that inconvenience. No, that's all right. Um, would you be able to just email me the information? Of course. Um, I do have to say, for the benefits that they offered- Mm-hmm. ... let me place you in a quick hold to double-check something, but I believe you might be eligible for the, for your X membership without an open enrollment period. Okay. So let me double-check on that with you and I'll be right back, okay? 'Cause with it, you're able to get medication basically, um, for free with it, but it also brings you a virtual package. So if you were looking to just have something in the event that you get sick, that might be able to help you. Okay. So let me double-check on that and I'll be right back. Thank you. Thank you. You're welcome. Thank you so much for holding, Mr. Harris. Thank you. Um, um, for the Free Rx Membership, um, with the medications over the counter as well as your generic medications- Mm-hmm. ... being covered under it, um, the only thing with it is not all of them are. It's about 90%, like, generic prescriptions will be free in the US. And it will be 5,000 unintelligible ... and it'll come with virtual care. I did send out a

question to the front office to see if a primary virtual care plan that they also offer, if you need an i- an open enrollment period to enroll into it, or if it will be the same way as a membership, that you're able to enroll in it without the open enrollment request. They should be getting back to me within 24 to 48 hours to find that one out for you. Okay. And would you be able to, like, email me with a response on that, or would you have to call? Um, so I can most definitely try to call you. In the event that I cannot reach you, I can send you an email advising you of it. Okay, that would, that'd be awesome. All right. So the email that you're gonna receive from me now is gonna be that copy of the benefit guide you asked for. Okay. And then later on, I'll go ahead and send you an email with the response if I'm unable to get you, okay? All right, thank you very much. Of course. And then it will be on that same benefit guide that I sent you, the flyer for the Free Rx as well as for the primary care. The Free Rx will be on page four. Okay. All right. I hope you have a wonderful rest... day, and unless I hear back from... and we'll be giving you a call back. Is there a specific time frame where you would prefer for me to try to reach you? No, you can give me a call anytime. Understood, all right. Hope you have a wonderful rest of your day. Thank you for your time today. Thank you. You, too. All right, bye. Mm-hmm, bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes. I was just calling to get information on getting benefits through Surge Staffing.

Speaker speaker_1: Okay. What type of information were you looking for?

Speaker speaker_2: Um, mainly just, like, how much it'll cost a month and, like, what different plans that they offer.

Speaker speaker_1: Okay. Let's take a look at your account and make sure you're eligible for enrollment. You say you're with Surge?

Speaker speaker_2: Yes.

Speaker speaker_1: What is the last four of the Social?

Speaker speaker_2: 9414.

Speaker speaker_1: And the last name?

Speaker speaker_2: Harris.

Speaker speaker_1: Yvonne Harris?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And for security purposes, can you verify your mailing address and date of birth for me?

Speaker speaker_2: It's 531 North Walnut Street and that's Wooster, Ohio 44691. And it's 12994.

Speaker speaker_1: So we have an address. It does however have the same CIP code, state, and ZT.

Speaker speaker_2: Uh, it's probably, uh... Shit. Um, it's probably the Melrose Drive. That one's an old one.

Speaker speaker_1: Do you remember by any chance what the house number was, or building?

Speaker speaker_2: I, unfortunately, do not. Hold on. Let me take a look at my ID 'cause I think I still have that address on it. Oh, where, where'd my wallet go? 35-74 Melrose Drive, Apartment K5.

Speaker speaker_1: Yes, sir. Do you need me to change it to that North Walnut Street?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I have Beth's contact, 740-565-0807.

Speaker speaker_2: It's, uh, 0806.

Speaker speaker_1: 0806. And then I have your email down as dharris1648@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: By any chance, within the last 30 days, did you lose benefits with another carrier?

Speaker speaker_2: No.

Speaker speaker_1: Okay. So the only thing is you currently don't have a personal enrollment period, and your company enrollment period already passed in August.

Speaker speaker_2: Okay.

Speaker speaker_1: So you wouldn't be able to get benefits for this year with Surge Staffing. You'll have to wait 'til August 20, 25th, to be eligible for it. I can still give you the coverage information but you wouldn't be eligible to enroll at the moment.

Speaker speaker_2: So I'd have to wait clear 'til next year to get insurance?

Speaker speaker_1: Yes, sir, 'cause the last personal enrollment period that you had as a rehired, if our information is correct, was from October. That has already expired November 10th.

Speaker speaker_2: Hm. That'd been nice if they would've told me that.

Speaker speaker_1: I do apologize for that inconvenience.

Speaker speaker_2: No, that's all right. Um, would you be able to just email me the information?

Speaker speaker_1: Of course. Um, I do have to say, for the benefits that they offered-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... let me place you in a quick hold to double-check something, but I believe you might be eligible for the, for your X membership without an open enrollment period.

Speaker speaker_2: Okay.

Speaker speaker_1: So let me double-check on that with you and I'll be right back, okay? 'Cause with it, you're able to get medication basically, um, for free with it, but it also brings you a virtual package. So if you were looking to just have something in the event that you get sick, that might be able to help you.

Speaker speaker_2: Okay.

Speaker speaker_1: So let me double-check on that and I'll be right back.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Thank you so much for holding, Mr. Harris.

Speaker speaker_3: Thank you.

Speaker speaker_1: Um, um, for the Free Rx Membership, um, with the medications over the counter as well as your generic medications-

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: ... being covered under it, um, the only thing with it is not all of them are. It's about 90%, like, generic prescriptions will be free in the US. And it will be 5,000

Speaker speaker_4: unintelligible

Speaker speaker_1: ... and it'll come with virtual care. I did send out a question to the front office to see if a primary virtual care plan that they also offer, if you need an i- an open enrollment period to enroll into it, or if it will be the same way as a membership, that you're able to enroll in it without the open enrollment request. They should be getting back to me within 24 to 48 hours to find that one out for you.

Speaker speaker_3: Okay. And would you be able to, like, email me with a response on that, or would you have to call?

Speaker speaker_1: Um, so I can most definitely try to call you. In the event that I cannot reach you, I can send you an email advising you of it.

Speaker speaker_3: Okay, that would, that'd be awesome.

Speaker speaker_1: All right. So the email that you're gonna receive from me now is gonna be that copy of the benefit guide you asked for.

Speaker speaker_3: Okay.

Speaker speaker_1: And then later on, I'll go ahead and send you an email with the response if I'm unable to get you, okay?

Speaker speaker_3: All right, thank you very much.

Speaker speaker_1: Of course. And then it will be on that same benefit guide that I sent you, the flyer for the Free Rx as well as for the primary care. The Free Rx will be on page four.

Speaker speaker_3: Okay.

Speaker speaker_1: All right. I hope you have a wonderful rest... day, and unless I hear back from... and we'll be giving you a call back. Is there a specific time frame where you would prefer for me to try to reach you?

Speaker speaker_3: No, you can give me a call anytime.

Speaker speaker_1: Understood, all right. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_3: Thank you. You, too.

Speaker speaker_1: All right, bye.

Speaker speaker_3: Mm-hmm, bye.