

Transcript: Franchesca

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Full Transcript

Thank you for calling BlueRibbon International, Can I see today? Yes. Hi. Um, I recently went back to work. Sorry. So I guess I'm trying to get my benefits reinstated. I just got a text message from y'all. Okay. What are the last four of the social and the last name? Uh, 7052 and the name is Quaranta with a Q. Can you please verify your mailing address and date of birth to make sure I have located the correct account? It is 328 West McKibbon Street. That's Lima, Ohio 45801. All right. And I'm still missing your date of birth, please. Oh, 1-3-77. We have the best phone number to reach you down as 419-371-4073. That's correct. And we have your email down as meemajess1010@gmail.com. That's correct. So I see here when you last had coverage with Surge, it was due to the auto enrollment when they had automatically enrolled you into their medical preventative care plan. Was that the- Okay. Was that what you were trying to currently get reinstated, that medical preventative care plan? Um, well, I need medical insurance, so if that's... Is that the medical preventive plan or is that medical insurance? So that's only medical preventative. It wouldn't cover things like an ER, emergency room or hospital visit. So the difference will be- Does it cover prescriptions? ... if I was to... Yes, ma'am. It does have a prescription membership with the 3RX and then the..... Will cover preventative generic prescriptions. Okay. And then how much was that one? It was \$15.16 per paycheck. Okay. And what... Does that cover like, um, primary care too or? No, ma'am. It is a preventative-only plan. It will only cover preventative things like your preventative visits for your annual physical, your detections for screenings of blood pressure, iron deficiency, the counseling for a healthy diet or avoiding UV exposures from the sun- Oh, yeah. ... and your preventative immunizations. Yeah, I just... I need the... I need the actual medical, medical, uh, insurance. So do I have to..... more? Okay. So let me try..... No, ma'am. I will need to go ahead and ask the front office to do an eligibility review. Okay. Once they get answers in regards to the eligibility review, I'll give you a call back to process an enrollment. Okay. All right. And then it should take roughly 24 to 48 hours for them to get back to me. Okay. And, um, um, usually if it's after three, I'm at work, but today I'm off. So... But, usually, if you... you're welcome to leave a voicemail and I can return your phone call. Understood. Um, so today I'm able to call you at any time, but tomorrow after three you won't be available. Correct? Yes. I won't be available. Okay. So through the week I will be available anytime after three. It's just today I'm off because I'm sick, so. Mm-hmm. Understood. I'll make a note of it and then as soon as I hear back from them, I'll give you a call back. Okay. Thank you. Thank you for your time. It was a pleasure assisting you. Looking forward to giving you a call back and I hope you have a wonderful rest of your day. 'Til then. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling BlueRibbon International, Can I see today?

Speaker speaker_1: Yes. Hi. Um, I recently went back to work. Sorry. So I guess I'm trying to get my benefits reinstated. I just got a text message from y'all.

Speaker speaker_0: Okay. What are the last four of the social and the last name?

Speaker speaker_1: Uh, 7052 and the name is Quaranta with a Q.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure I have located the correct account?

Speaker speaker_1: It is 328 West McKibbin Street. That's Lima, Ohio 45801.

Speaker speaker_0: All right. And I'm still missing your date of birth, please.

Speaker speaker_1: Oh, 1-3-77.

Speaker speaker_0: We have the best phone number to reach you down as 419-371-4073.

Speaker speaker_1: That's correct.

Speaker speaker_0: And we have your email down as meemajess1010@gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: So I see here when you last had coverage with Surge, it was due to the auto enrollment when they had automatically enrolled you into their medical preventative care plan. Was that the-

Speaker speaker_1: Okay.

Speaker speaker_0: Was that what you were trying to currently get reinstated, that medical preventative care plan?

Speaker speaker_1: Um, well, I need medical insurance, so if that's... Is that the medical preventive plan or is that medical insurance?

Speaker speaker_0: So that's only medical preventative. It wouldn't cover things like an ER, emergency room or hospital visit. So the difference will be-

Speaker speaker_1: Does it cover prescriptions?

Speaker speaker_0: ... if I was to... Yes, ma'am. It does have a prescription membership with the 3RX and then the..... Will cover preventative generic prescriptions.

Speaker speaker_1: Okay. And then how much was that one?

Speaker speaker_0: It was \$15.16 per paycheck.

Speaker speaker_1: Okay. And what... Does that cover like, um, primary care too or?

Speaker speaker_0: No, ma'am. It is a preventative-only plan. It will only cover preventative things like your preventative visits for your annual physical, your detections for screenings of blood pressure, iron deficiency, the counseling for a healthy diet or avoiding UV exposures from the sun-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... and your preventative immunizations.

Speaker speaker_1: Yeah, I just... I need the... I need the actual medical, medical, uh, insurance. So do I have to..... more?

Speaker speaker_0: Okay. So let me try..... No, ma'am. I will need to go ahead and ask the front office to do an eligibility review.

Speaker speaker_1: Okay.

Speaker speaker_0: Once they get answers in regards to the eligibility review, I'll give you a call back to process an enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then it should take roughly 24 to 48 hours for them to get back to me.

Speaker speaker_1: Okay. And, um, um, usually if it's after three, I'm at work, but today I'm off. So... But, usually, if you... you're welcome to leave a voicemail and I can return your phone call.

Speaker speaker_0: Understood. Um, so today I'm able to call you at any time, but tomorrow after three you won't be available. Correct?

Speaker speaker_1: Yes. I won't be available.

Speaker speaker_0: Okay.

Speaker speaker_1: So through the week I will be available anytime after three. It's just today I'm off because I'm sick, so.

Speaker speaker_0: Mm-hmm. Understood. I'll make a note of it and then as soon as I hear back from them, I'll give you a call back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you for your time. It was a pleasure assisting you. Looking forward to giving you a call back and I hope you have a wonderful rest of your day. 'Til then.

Speaker speaker_1: You too. Bye-bye.