

Transcript: Francesca

Baez-4677803508940800-5063886763638784

Full Transcript

Thank you for calling . My name is Francesca. How can I assist you today? Yes, ma'am. My name is Shanika McGory. I am a regional manager for Surge Staffing. We use you guys as a healthcare provider for, uh, benefits for our- Actually, we're the administrator, ma'am. I'm sorry. I'm sorry. Can you repeat that? Yes, ma'am. I was saying we're not your pro- your healthcare provider. We just administer the benefits. We don't own any of the plans. Okay. Well, whichever way you may be, I just know this is the information that, uh, we give to our temporary workers, um, to enroll in healthcare benefits. So, um, I have a question that a company that we are trying to bring on is asking, and I want to see if you can confirm it for me. Sure. Go ahead. All right. Uh, for one, I'm almost 100% certain that Surge does not have any type of FMLA plan in our, um, anything that we offer to the contingent workers. No, ma'am. The current selections that Surge selected do not include that. You're correct. Okay. And some of the guys that are looking to enroll in the plan is stating that they're being told that it can take up to 60 days before their plan is effective, but the thing with us is that the plan is supposed to be effective day one that they enroll. Can you confirm that? That is misinformation. It takes roughly one to two weeks for you guys to start making the deductions once an enrollment are processed, and the auto-enrollment will be the one that will take roughly up to 30 days, which will be those first 30 days after that first paycheck for your system to process that auto-enrollment. Okay. For all cancellations- Okay. ... take one to two weeks for the policy to become active. Okay. But you said it does become effective on day one, but it just takes up to one to two weeks for deductions to start coming out. No, ma'am. So with no deductions, there's no payment or premium for a policy to be activated. Okay. Activation takes one to two weeks in general. That's the average timeframe. There are some times that a couple of factors could hinder you guys not making that deduction right away within that one to two weeks, but the average timeframe is one to two weeks for a policy to become active once it's processed. Okay. All right. Well, that is the information that I needed, um, so that I can relay it back. All right. I appreciate it so much. Of course. It was my pleasure. I hope you have a wonderful rest of your day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling . My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am. My name is Shanika McGory. I am a regional manager for Surge Staffing. We use you guys as a healthcare provider for, uh, benefits for our-

Speaker speaker_0: Actually, we're the administrator, ma'am.

Speaker speaker_1: I'm sorry.

Speaker speaker_0: I'm sorry.

Speaker speaker_1: Can you repeat that?

Speaker speaker_0: Yes, ma'am. I was saying we're not your pro- your healthcare provider. We just administer the benefits. We don't own any of the plans.

Speaker speaker_1: Okay. Well, whichever way you may be, I just know this is the information that, uh, we give to our temporary workers, um, to enroll in healthcare benefits. So, um, I have a question that a company that we are trying to bring on is asking, and I want to see if you can confirm it for me.

Speaker speaker_0: Sure. Go ahead.

Speaker speaker_1: All right. Uh, for one, I'm almost 100% certain that Surge does not have any type of FMLA plan in our, um, anything that we offer to the contingent workers.

Speaker speaker_0: No, ma'am. The current selections that Surge selected do not include that. You're correct.

Speaker speaker_1: Okay. And some of the guys that are looking to enroll in the plan is stating that they're being told that it can take up to 60 days before their plan is effective, but the thing with us is that the plan is supposed to be effective day one that they enroll. Can you confirm that?

Speaker speaker_0: That is misinformation. It takes roughly one to two weeks for you guys to start making the deductions once an enrollment are processed, and the auto-enrollment will be the one that will take roughly up to 30 days, which will be those first 30 days after that first paycheck for your system to process that auto-enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: For all cancellations-

Speaker speaker_1: Okay.

Speaker speaker_0: ... take one to two weeks for the policy to become active.

Speaker speaker_1: Okay. But you said it does become effective on day one, but it just takes up to one to two weeks for deductions to start coming out.

Speaker speaker_0: No, ma'am. So with no deductions, there's no payment or premium for a policy to be activated.

Speaker speaker_1: Okay.

Speaker speaker_0: Activation takes one to two weeks in general. That's the average timeframe. There are some times that a couple of factors could hinder you guys not making that deduction right away within that one to two weeks, but the average timeframe is one to

two weeks for a policy to become active once it's processed.

Speaker speaker_1: Okay. All right. Well, that is the information that I needed, um, so that I can relay it back. All right. I appreciate it so much.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.