

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Yes, hello. Good afternoon. My name is Francesca with Benefits in a Card. I'm calling on behalf of Surge Staffing to speak with Mr. Bullock. This is him. We were giving you a call today, sir, regarding the message you received to which you were asking what Killer Rx is. Yeah. So that's a medical preventative plan that Surge auto-enrolls their new hire into. It will provide you medical preventative services like your physical, your screenings, blood pressure, iron deficiency, along with your immunizations and such. They're informing you that you have 30 days after your first *f* either enroll into their insurance or prevent the auto-enrollment from happening if you do not want the plan. Um, so I have Aetna through the state. Mm-hmm. Would that affect that? Unfortunately, since we do administer the benefits for all of the staffing companies around the country, I wouldn't be able to verify whether or not for your specific state it would affect it. I would recommend speaking with your state office, a local office that process it. Okay. Yes, sir. Did you want me to opt you out of the auto-enrollment for now? If I do so, it's just gonna stop their system from doing the enrollment automatically, but you're still gonna have till May 17 to enroll into the health coverage they offer. Um, no, don't stop it yet. I'm gonna talk to them today about it. Understood. I'll leave it as it is then. Um, I was gonna say. Mm-hmm. Can you explain to me, uh, one more time exactly what this is? What that plan that you got enrolled into covers? Yeah. Of course. It's going to be a medical preventative plan. Essentially it's gonna cover those services that you get to make sure you're up to health, like your annual physical, the screenings for your blood pressure, your iron deficiency, the preventative counseling of a healthy diet, avoiding the exposures from the sun. Um, the preventative immunizations are usually the ones for the influenza, varicella, or tetanus, along with your preventative generic prescriptions like vitamins or statins. It does have a network requirement, an urgent care virtual package, and a *fx* membership for the prescriptions. So that will be everything that our specific plan will be covering, and it will be \$15.16 per paycheck, being deducted out of your checks weekly. No, your *fs* up at the- on the 30th of this month anyway, so you need to call *f*. Um, sure. Yeah. I'll enroll in that. Great. So you want me to let the enrollment go through? Yep. On this side, sir? Um, now I do have to say they do also medical plans. Did you only want me to just leave the auto-enrollment through, or did you want me to let you know what other plans they offer as well? What other plans they offer. So aside from two other medical plans, aside from the one that you'll be auto-enrolled into, they offer dental, certain disability to the employee, life insurance, vision, critical illness, group accident, and behavior health. Um, their behavior health is basically virtual therapy. Um, if I enroll in one of these, then do I, um... Uh, what happens when I get transferred to my actual company that I'm working through right now? You'll have a week where you'll be able to make payments out of pocket to getting a paycheck from Surge. But by the fifth consecutive

week of no payment being received from a paycheck, the system's gonna cancel the policy since the benefits are only for actively working employees of the staffing company. Okay. Um, I will call back here. I gotta think about it. Understood.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Yes, hello. Good afternoon. My name is Francesca with Benefits in a Card. I'm calling on behalf of Surge Staffing to speak with Mr. Bullock.

Speaker speaker_1: This is him.

Speaker speaker_2: We were giving you a call today, sir, regarding the message you received to which you were asking what Killer Rx is.

Speaker speaker_1: Yeah.

Speaker speaker_2: So that's a medical preventative plan that Surge auto-enrolls their new hire into. It will provide you medical preventative services like your physical, your screenings, blood pressure, iron deficiency, along with your immunizations and such. They're informing you that you have 30 days after your first *f* either enroll into their insurance or prevent the auto-enrollment from happening if you do not want the plan.

Speaker speaker_1: Um, so I have Aetna through the state.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Would that affect that?

Speaker speaker_2: Unfortunately, since we do administer the benefits for all of the staffing companies around the country, I wouldn't be able to verify whether or not for your specific state it would affect it. I would recommend speaking with your state office, a local office that process it.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes, sir. Did you want me to opt you out of the auto-enrollment for now? If I do so, it's just gonna stop their system from doing the enrollment automatically, but you're still gonna have till May 17 to enroll into the health coverage they offer.

Speaker speaker_1: Um, no, don't stop it yet. I'm gonna talk to them today about it.

Speaker speaker_2: Understood. I'll leave it as it is then.

Speaker speaker_1: Um, I was gonna say.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Can you explain to me, uh, one more time exactly what this is?

Speaker speaker_2: What that plan that you got enrolled into covers?

Speaker speaker_1: Yeah.

Speaker speaker_2: Of course. It's going to be a medical preventative plan. Essentially it's gonna cover those services that you get to make sure you're up to health, like your annual physical, the screenings for your blood pressure, your iron deficiency, the preventative counseling of a healthy diet, avoiding the exposures from the sun. Um, the preventative immunizations are usually the ones for the influenza, varicella, or tetanus, along with your preventative generic prescriptions like vitamins or statins. It does have a network requirement, an urgent care virtual package, and a *fx* membership for the prescriptions. So that will be everything that our specific plan will be covering, and it will be \$15.16 per paycheck, being deducted out of your checks weekly.

Speaker speaker_3: No, your *f*s up at the- on the 30th of this month anyway, so you need to call *f*.

Speaker speaker_1: Um, sure. Yeah. I'll enroll in that.

Speaker speaker_2: Great. So you want me to let the enrollment go through?

Speaker speaker_1: Yep.

Speaker speaker_2: On this side, sir? Um, now I do have to say they do also medical plans. Did you only want me to just leave the auto-enrollment through, or did you want me to let you know what other plans they offer as well?

Speaker speaker_1: What other plans they offer.

Speaker speaker_2: So aside from two other medical plans, aside from the one that you'll be auto-enrolled into, they offer dental, certain disability to the employee, life insurance, vision, critical illness, group accident, and behavior health. Um, their behavior health is basically virtual therapy.

Speaker speaker_1: Um, if I enroll in one of these, then do I, um... Uh, what happens when I get transferred to my actual company that I'm working through right now?

Speaker speaker_2: You'll have a week where you'll be able to make payments out of pocket to getting a paycheck from Surge. But by the fifth consecutive week of no payment being received from a paycheck, the system's gonna cancel the policy since the benefits are only for actively working employees of the staffing company.

Speaker speaker_1: Okay. Um, I will call back here. I gotta think about it.

Speaker speaker_2: Understood.