

Transcript: Francesca

Baez-5493278943690752-4857985430405120

Full Transcript

Can you slow down? The following recorded monitors will be recorded for your insurance benefits. I'm on my way. My name is Francesca. How can I assist you today? Hello? Yes, hello. How can I help you? Yes, uh, did I pick a lunch? Did I pick a lunch? Yeah, I did all right. Hello sir, how can I help you? Yes, yes, ma'am. Uh, I just received a text message, uh, saying, uh, uh, "I did start appointment with Surge." But I didn't know what this was about. Is there anything in regards to the initials MEC in there? Yes, there was. Um, let me get back to it real quick. That's okay. They're just letting you know in regard to their company policy, they auto-enrolled you and I into a medical preventative care plan, like that MEC plan. That's what they're advising you of. Yeah, it was, it said, uh, M-E-C ... Sir? Yes, ma'am. You there? Okay. Yes, sir the line is connected. Like I stated, sir, that text message is in regards to their company policy. They auto-enroll members into a medical preventative care plan, which is what that MEC plan is for. They're advising that you have 30 days to decline auto-enrollment or to enroll into the medical benefits they offered. Okay, so I can enroll in the medical benefit? If you wish to, yes, sir. Yes, ma'am, I do. What are the last four of the Social? Uh, 547-91-0291. Okay, um, what type of medical plan did you want to enroll into? Uh, vis... I would like visual. Vision, dental... Okay, so there's only one vision plan which is \$2.15 for a paycheck. They have a \$10 copay for the eye exam, \$25 copay for the lenses and frames. \$0 copay for the contact lensing, and a frame allowance of \$130. Will you be adding any dependents to the policy? No, I would not. Did you say it costs eight hundred something dollars? No, sir. I advise you that it cost \$2.15 per paycheck, 2.15. Okay, okay. Yes, ma'am. And then there's only one dental plan as well, which is \$4.17 per paycheck. They cover the preventative services at 100%. Basic services, basic restorative services and radiographs at 80%. The annual maximum that I will cover for services is \$750 per year when you have a deductible of \$50. All right. Now does that cover extractions? So we only administer the benefits. We don't own any of the plans. I wouldn't be able to specify whether or not that will be covered under there. I'll have to give you the phone number for the actual carrier and they'll be able to let you know whether or not that will be covered on their end. All right. We'll, we'll go ahead and sign up for it anyway. Okay, and then aside from vision and dental, was there any other plans you were looking for or just those two? Just those two. Okay, so that will be \$6.32 per paycheck. Do you authorize Surge Staffing to make those deductions for you? Yes, ma'am. All right, so please allow one to two weeks for them to start making your deductions. When you see the first deduction, following Monday will be when coverage becomes effective, and that same week of activation, Friday, will be when the carrier mails out your benefit cards. I appreciate it very much. Of course. Now it does sound like you're driving at the moment. Would you prefer that I send you the carrier information via email? We have one down in your account as life D-A-V-E-S-T gmail.com. Yes, ma'am. Yes, ma'am. So I'll go ahead and send

the information to that email so that you can give them a call. There's going to be two different numbers. Those phone numbers are specifically for members that are either in the process of enrolling or going to enroll and they can assist you with the questions as to whether or not the dental plan would or would not cover that extraction. Okay. All right. As far as your personal enrollment time goes, you have all the way to December 7th to make any additional changes to this policy. After December 7th, you'll have to wait till August 20, 2025 during the company open enrollment period to add anything else to the policy. Yes, ma'am. Good. All right. Well, is there anything else we can assist you with today, aside from the enrollment? No, ma'am. I just said, well, I hope you have a wonderful rest of your day and thank you so much for calling Benefits in Our Power today. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Can you slow down?

Speaker speaker_1: The following recorded monitors will be recorded for your insurance benefits.

Speaker speaker_2: I'm on my way.

Speaker speaker_1: My name is Francesca. How can I assist you today?

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, hello. How can I help you?

Speaker speaker_2: Yes, uh, did I pick a lunch? Did I pick a lunch? Yeah, I did all right. Hello sir, how can I help you? Yes, yes, ma'am. Uh, I just received a text message, uh, saying, uh, uh, "I did start appointment with Surge." But I didn't know what this was about.

Speaker speaker_1: Is there anything in regards to the initials MEC in there?

Speaker speaker_2: Yes, there was. Um, let me get back to it real quick.

Speaker speaker_1: That's okay. They're just letting you know in regard to their company policy, they auto-enrolled you and I into a medical preventative care plan, like that MEC plan. That's what they're advising you of.

Speaker speaker_2: Yeah, it was, it said, uh, M-E-C ...

Speaker speaker_1: Sir?

Speaker speaker_2: Yes, ma'am. You there?

Speaker speaker_1: Okay. Yes, sir the line is connected. Like I stated, sir, that text message is in regards to their company policy. They auto-enroll members into a medical preventative care plan, which is what that MEC plan is for. They're advising that you have 30 days to decline auto-enrollment or to enroll into the medical benefits they offered.

Speaker speaker_2: Okay, so I can enroll in the medical benefit?

Speaker speaker_1: If you wish to, yes, sir.

Speaker speaker_2: Yes, ma'am, I do.

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

Speaker speaker_2: Uh, 547-91-0291.

Speaker speaker_3: Okay, um, what type of medical plan did you want to enroll into?

Speaker speaker_2: Uh, vis... I would like visual. Vision, dental...

Speaker speaker_1: Okay, so there's only one vision plan which is \$2.15 for a paycheck. They have a \$10 copay for the eye exam, \$25 copay for the lenses and frames. \$0 copay for the contact lensing, and a frame allowance of \$130. Will you be adding any dependents to the policy?

Speaker speaker_2: No, I would not. Did you say it costs eight hundred something dollars?

Speaker speaker_1: No, sir. I advise you that it cost \$2.15 per paycheck, 2.15.

Speaker speaker_2: Okay, okay. Yes, ma'am.

Speaker speaker_1: And then there's only one dental plan as well, which is \$4.17 per paycheck. They cover the preventative services at 100%. Basic services, basic restorative services and radiographs at 80%. The annual maximum that I will cover for services is \$750 per year when you have a deductible of \$50.

Speaker speaker_2: All right. Now does that cover extractions?

Speaker speaker_1: So we only administer the benefits. We don't own any of the plans. I wouldn't be able to specify whether or not that will be covered under there. I'll have to give you the phone number for the actual carrier and they'll be able to let you know whether or not that will be covered on their end.

Speaker speaker_2: All right. We'll, we'll go ahead and sign up for it anyway.

Speaker speaker_1: Okay, and then aside from vision and dental, was there any other plans you were looking for or just those two?

Speaker speaker_2: Just those two.

Speaker speaker_1: Okay, so that will be \$6.32 per paycheck. Do you authorize Surge Staffing to make those deductions for you?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, so please allow one to two weeks for them to start making your deductions. When you see the first deduction, following Monday will be when coverage becomes effective, and that same week of activation, Friday, will be when the carrier mails out your benefit cards.

Speaker speaker_2: I appreciate it very much.

Speaker speaker_1: Of course. Now it does sound like you're driving at the moment. Would you prefer that I send you the carrier information via email? We have one down in your account as life D-A-V-E-S-T gmail.com.

Speaker speaker_2: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: So I'll go ahead and send the information to that email so that you can give them a call. There's going to be two different numbers. Those phone numbers are specifically for members that are either in the process of enrolling or going to enroll and they can assist you with the questions as to whether or not the dental plan would or would not cover that extraction.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. As far as your personal enrollment time goes, you have all the way to December 7th to make any additional changes to this policy. After December 7th, you'll have to wait till August 20, 2025 during the company open enrollment period to add anything else to the policy.

Speaker speaker_2: Yes, ma'am. Good.

Speaker speaker_1: All right. Well, is there anything else we can assist you with today, aside from the enrollment?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: I just said, well, I hope you have a wonderful rest of your day and thank you so much for calling Benefits in Our Power today.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.