

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, I was calling about your, um, your health benefits, because I got a text because I work... I'm a temp with Surge, and I was calling about the health benefits. Yes, ma'am. What are the last four of your Social? 7776. And your last name? Barnes. B-A-R-N-E-S. And to make sure I'm in the right account, can you please verify your mailing address and date of birth? 2846 Washington Avenue, Cleveland, Ohio 44113, 9/14/74. I have your best phone number to reach you down as 216-797-9497. Correct. And I have your email as first and last name at 1117@yahoo.com. Correct. I believe the message you received is in regards to your personal enrollment period in which you're eligible to enroll into the health insurance they offered. However, that text message is also informing you that your staffing company has a company policy where they auto-enroll the new hires into a medical preventative care plan, which had... should have been labeled in that text message as MEC 00X. Uh-huh. Yes, ma'am. Were you calling to enroll into the other plans or was that the information you were looking for today? I... I'm, I need their information on everything. 'Cause it, it wasn't any good at all. Okay, the only thing that the... The only information I can provide you is coverage-wise, so all other plans are PPO-limited plans. They are sold separately depending on how many plans as well as if you're getting a dependent will depend on how much your policy will come out to be. The current plans already being offered to the employees are medical; 3Rx Membership for which is for medications; dental; Sure 10 Disability; term life, which is technically their life insurance; vision; critical illness; group accident; and behavior health, which is virtual therapy only. So those are all the current plans that they're offering. If you want more detailed information, please let me know which plans you're interested in. Um, how much will all this cost? It depends on which ones you select because the medical one, they have a total of four different plans that they offer. That's the only coverage that has more than one selection for you to choose from. So it all depends into which medical plan you select, how much all of the plans in general will be if you were to enroll into them. Well, how, how do I find out the price? In regards to each plan? Yeah. I can provide you a copy of the benefit guide or I can send them over the phone for you. Can you email it? Yes, ma'am. That will be the benefit guide that I was offering you. Okay. I can send you a copy of it to the email we have on file for you. Mm-hmm. When I get the email, do I have to call back in, uh, to confirm it? How long do I... So you have till February 22nd to enroll into insurance. Once you have the selected benefits that you would like to enroll into, you can give us a call back to process an enrollment. Aside from us, the only other way to enroll into coverage with Surge in general is through their onboarding, either when you're doing your application or when you're doing orientation with them. They usually hand out, like, an enrollment form. The other one would be going in to their website online to enroll. Um, but to be quite truthfully, the most common one goes down as calling in, a form, or

then online. So it's completely up to which one you feel more comfortable. Okay. Yes, ma'am. Do you want me to go ahead and decline auto-enrollment for you for now so that when you're thinking over which plans to enroll, the system doesn't automatically enroll you into that plan? Yes. All right. So I went ahead and processed that declination for auto-enrollment with Surge Staffing. So their system isn't going to auto-enroll you into anything. It will be just the plans that you select yourself and advise us to process enrollments for. And I can call back in by the 22nd- Yes, ma'am. That- ... and enroll? Mm-hmm. The 22nd will be that very last date that you'll have to enroll, but you can call at any time from today to the 22nd. Our offices are going to be open from Monday through Fridays, 8:00 AM to 8:00 PM Eastern Time. So you can call at any time throughout those time frames to either ask questions if you have in regards to the benefits once you look at that benefit guide or to process that enrollment for you. All righty. All right. Thank you so much. Of course. When you look in your email for the benefit guide, it's going to be from our office email which is in for our Benefits in a Card, and it is going to be titled Benefit Guide for you. Okay. All right. I appreciate your help. Of course. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling us today. All right. You, too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, I was calling about your, um, your health benefits, because I got a text because I work... I'm a temp with Surge, and I was calling about the health benefits.

Speaker speaker_0: Yes, ma'am. What are the last four of your Social?

Speaker speaker_1: 7776.

Speaker speaker_0: And your last name?

Speaker speaker_1: Barnes. B-A-R-N-E-S.

Speaker speaker_0: And to make sure I'm in the right account, can you please verify your mailing address and date of birth?

Speaker speaker_1: 2846 Washington Avenue, Cleveland, Ohio 44113, 9/14/74.

Speaker speaker_0: I have your best phone number to reach you down as 216-797-9497.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email as first and last name at 1117@yahoo.com.

Speaker speaker_1: Correct.

Speaker speaker_0: I believe the message you received is in regards to your personal enrollment period in which you're eligible to enroll into the health insurance they offered. However, that text message is also informing you that your staffing company has a company

policy where they auto-enroll the new hires into a medical preventative care plan, which had... should have been labeled in that text message as MEC 00X.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Yes, ma'am. Were you calling to enroll into the other plans or was that the information you were looking for today?

Speaker speaker_1: I... I'm, I need their information on everything. 'Cause it, it wasn't any good at all.

Speaker speaker_0: Okay, the only thing that the... The only information I can provide you is coverage-wise, so all other plans are PPO-limited plans. They are sold separately depending on how many plans as well as if you're getting a dependent will depend on how much your policy will come out to be. The current plans already being offered to the employees are medical; 3Rx Membership for which is for medications; dental; Sure 10 Disability; term life, which is technically their life insurance; vision; critical illness; group accident; and behavior health, which is virtual therapy only. So those are all the current plans that they're offering. If you want more detailed information, please let me know which plans you're interested in.

Speaker speaker_1: Um, how much will all this cost?

Speaker speaker_0: It depends on which ones you select because the medical one, they have a total of four different plans that they offer. That's the only coverage that has more than one selection for you to choose from. So it all depends into which medical plan you select, how much all of the plans in general will be if you were to enroll into them.

Speaker speaker_1: Well, how, how do I find out the price?

Speaker speaker_0: In regards to each plan?

Speaker speaker_1: Yeah.

Speaker speaker_0: I can provide you a copy of the benefit guide or I can send them over the phone for you.

Speaker speaker_1: Can you email it?

Speaker speaker_0: Yes, ma'am. That will be the benefit guide that I was offering you.

Speaker speaker_1: Okay.

Speaker speaker_0: I can send you a copy of it to the email we have on file for you.

Speaker speaker_1: Mm-hmm. When I get the email, do I have to call back in, uh, to confirm it? How long do I...

Speaker speaker_0: So you have till February 22nd to enroll into insurance. Once you have the selected benefits that you would like to enroll into, you can give us a call back to process an enrollment. Aside from us, the only other way to enroll into coverage with Surge in general is through their onboarding, either when you're doing your application or when you're doing orientation with them. They usually hand out, like, an enrollment form. The other one would be

going in to their website online to enroll. Um, but to be quite truthfully, the most common one goes down as calling in, a form, or then online. So it's completely up to which one you feel more comfortable.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. Do you want me to go ahead and decline auto-enrollment for you for now so that when you're thinking over which plans to enroll, the system doesn't automatically enroll you into that plan?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So I went ahead and processed that declination for auto-enrollment with Surge Staffing. So their system isn't going to auto-enroll you into anything. It will be just the plans that you select yourself and advise us to process enrollments for.

Speaker speaker_1: And I can call back in by the 22nd-

Speaker speaker_0: Yes, ma'am. That-

Speaker speaker_1: ... and enroll?

Speaker speaker_0: Mm-hmm. The 22nd will be that very last date that you'll have to enroll, but you can call at any time from today to the 22nd. Our offices are going to be open from Monday through Fridays, 8:00 AM to 8:00 PM Eastern Time. So you can call at any time throughout those time frames to either ask questions if you have in regards to the benefits once you look at that benefit guide or to process that enrollment for you.

Speaker speaker_1: All righty. All right. Thank you so much.

Speaker speaker_0: Of course. When you look in your email for the benefit guide, it's going to be from our office email which is in for our Benefits in a Card, and it is going to be titled Benefit Guide for you.

Speaker speaker_1: Okay. All right. I appreciate your help.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for calling us today.

Speaker speaker_1: All right. You, too.

Speaker speaker_0: Thank you. Bye-bye.