

Transcript: Francesca

Baez-6257170138447872-6389063416725504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, my name is Francesca with Benefits in a Car, calling to speak with Mr. Michael Hollins on behalf of Surge Staffing. Yes. Uh-huh. ... that I know. Yes, sir. I'm calling you back with the results for the eligibility for the enrollment into the minimum volume plan. So they- Yeah. ... stated that you do meet the requirements. If you would like me to request for them to process an enrollment, you will be effective July 1st. I mean, June 1st, sorry. June 1st? Five, six, seven... Oh, yeah, so it is July 1st because it says you'll be effective if enrolled 07/01/2025. So it'll be July 1st that you become active. July 1st? Yes, sir. Uh, the Surge people... Mm-hmm. Uh, they, they supposed to be checking on that. It's supposed to start the fir- first Friday, after, Friday after pay check. Yes, Mr. Michael, I don't know if you remember our previous conversation where I explained to you multiple times on a recorded line- Yes. ... that it stated on the benefit guide that it has to be 30 days following the first paycheck that you received from Surge. The information that has been provided on your eligibility and effectivity if you enrolled came from the carriers. They're the ones that have ownership of the policies for all of the plans, which cannot be changed. So unfortunately, there isn't anything we can do. If you want to enroll, you'll be effective July 1st. There isn't any way to expedite that. All right. You guys- Would you like me to request for them to process your enrollment? I ain't gonna... By, uh, by the time I... I ain't gonna be on this. I ain't... About three months is all. I gonna be with the Surge and they gonna switch over to, to the regular company. By the time I get started, I won't, won't... It won't do me no good. I'll be changing over to the damn. I understand. I do apologize for that inconvenience. Did you try to enroll in any of their PPO limited plans? Those get activated within two weeks, because it takes one to two weeks for them to start making those deductions. Uh, oh, it takes one to two weeks to, one to two weeks to, to start coming out in the check? Yes, sir. That will be for the PPO limited plans. Uh. If you want to think it over, I can send you a copy of their benefit guide, because you have to June 8th, so the 8th of next month, to be able to enroll. Yeah. Uh, let me, uh, talk with the Surge people first and see what they say. Sure thing, sir. Keep in mind, more than likely- Yeah. ... they're going to redirect you to us since we're the account administrator, okay? They're supposed to be calling the corporate people. The Surge is finding out about when it can start and all that. Let me find out about that first. Sure thing, sir. All right. Thank you, ma'am. Of course, just keep in mind the information that has been provided to you. Have a great day. Uh, all right. Thank you, ma'am. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Good afternoon, my name is Francesca with Benefits in a Car, calling to speak with Mr. Michael Hollins on behalf of Surge Staffing.

Speaker speaker_2: Yes. Uh-huh. ... that I know.

Speaker speaker_1: Yes, sir. I'm calling you back with the results for the eligibility for the enrollment into the minimum volume plan. So they-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... stated that you do meet the requirements. If you would like me to request for them to process an enrollment, you will be effective July 1st. I mean, June 1st, sorry.

Speaker speaker_2: June 1st?

Speaker speaker_1: Five, six, seven... Oh, yeah, so it is July 1st because it says you'll be effective if enrolled 07/01/2025. So it'll be July 1st that you become active.

Speaker speaker_2: July 1st?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, the Surge people...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, they, they supposed to be checking on that. It's supposed to start the fir- first Friday, after, Friday after pay check.

Speaker speaker_1: Yes, Mr. Michael, I don't know if you remember our previous conversation where I explained to you multiple times on a recorded line-

Speaker speaker_2: Yes.

Speaker speaker_1: ... that it stated on the benefit guide that it has to be 30 days following the first paycheck that you received from Surge. The information that has been provided on your eligibility and effectivity if you enrolled came from the carriers. They're the ones that have ownership of the policies for all of the plans, which cannot be changed. So unfortunately, there isn't anything we can do. If you want to enroll, you'll be effective July 1st. There isn't any way to expedite that.

Speaker speaker_2: All right. You guys-

Speaker speaker_1: Would you like me to request for them to process your enrollment?

Speaker speaker_2: I ain't gonna... By, uh, by the time I... I ain't gonna be on this. I ain't... About three months is all. I gonna be with the Surge and they gonna switch over to, to the regular company. By the time I get started, I won't, won't... It won't do me no good. I'll be changing over to the damn.

Speaker speaker_1: I understand. I do apologize for that inconvenience. Did you try to enroll in any of their PPO limited plans? Those get activated within two weeks, because it takes one to two weeks for them to start making those deductions.

Speaker speaker_2: Uh, oh, it takes one to two weeks to, one to two weeks to, to start coming out in the check?

Speaker speaker_1: Yes, sir. That will be for the PPO limited plans.

Speaker speaker_2: Uh.

Speaker speaker_1: If you want to think it over, I can send you a copy of their benefit guide, because you have to June 8th, so the 8th of next month, to be able to enroll.

Speaker speaker_2: Yeah. Uh, let me, uh, talk with the Surge people first and see what they say.

Speaker speaker_1: Sure thing, sir. Keep in mind, more than likely-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... they're going to redirect you to us since we're the account administrator, okay?

Speaker speaker_2: They're supposed to be calling the corporate people. The Surge is finding out about when it can start and all that. Let me find out about that first.

Speaker speaker_1: Sure thing, sir.

Speaker speaker_2: All right. Thank you, ma'am.

Speaker speaker_1: Of course, just keep in mind the information that has been provided to you. Have a great day.

Speaker speaker_2: Uh, all right. Thank you, ma'am.

Speaker speaker_1: Bye.

Speaker speaker_2: Bye.