

Transcript: Francesca

Baez-6489911983783936-5023983039332352

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca benefit ten-of-Card. Could I speak with Mr. Beyer on behalf of Surge Staffing? Yes, you are, Burger. Be- Burger, not Berger. Or Burger- Burger. ... yeah, whatever you were saying. Um, I was giving you- Who- ... a callback so that you know you are eligible for the enrollment of the benefits. Okay. Man, that was quick. Yes, sir. It looks like more than likely since we did have a three-day weekend, they probably don't have a lot of those reviews to do today. Okay. Um, I am eligible, and then you said that's like \$19 a month you were saying? So you are eligible- Or \$19 a week- ... for the enrollment. Okay. Yes, sir. I think you're talking about that Classic VIP, the \$19.53, or is it the standard \$17.63? Let's do the Classic. Let's get the, let's get a little, little more bang for the buck, you know what I mean? Gotcha, all right. And then is that VIP Classic or did you want to enroll and see any other of the plans? Like, what other plans do you have? So Surge is also offering dental, vision, short-term disability, life insurance, group accident, or behavior health which is virtual therapy along with 3RX membership and primary virtual care but you already get virtual urgent care with the current plan you selected, that VIP Classic. Okay, let's do the dental... All right. So that dental plan- How much does that come out to? It is \$4.17 per paycheck. It's going to cover your preventative services at 100% with no deductible, your basic services, basic restorative services and radiographs at 80%, and then the annual maximum that it's going to cover per year in services is \$750 with a \$50 deductible. Okay. All right. So just- So that's Yeah. ... that VIP Classic medical and the dental, correct? Yes. All right. So with both plans, we are looking at \$23.70 per paycheck. Do you authorize Surge Staffing to make those deductions for you? I do. All right, so it's going to take one to two weeks for them to start making the deductions, but when you see that very first deduction of the \$23.70, following Monday you'll be active, and that same week of activation, Friday's when the carrier send out the benefit card. Your carrier will be the same for both plans. It's American Public Life. Now the only thing is, they are n- not going to send a physical card for the medical plan because they do not, they only send a digital copy for them. Which- Okay. ... 10 out of eight times, it gets either lost in your junk or spam mail. So you can always use the callback for a, a refreshed one to be sent over to your email, as well as the fact that if you want a physical card once you're active, let us know, so we can send that request for you. Okay, so you're saying right now they'll send me out a digital one and then once that I'm active, they'll send out a, a physical? No, sir. They're not going to send any card at this moment. Once you do get activated, they'll send a digital medical card and a physical dental card. If you want a- Okay. ... physical medical card, you have to give us a call so that we can go ahead and put in the request. Okay. Once one is active, is what you're saying? Yes, sir. Okay, so as of right now, I still don't have anything, correct? That is correct. Yes, sir. And then once when they start

taking it out in the next week or two, then I'll be active and then I can call you guys back and you can, um, send me out a physical copy card for both of those? That is correct. Yes, sir. Okay. And this is the best number, the Benefits and A Card is the best to call back for that and get that? Yes, sir. That is correct. All right. Yeah, 'cause my appointment isn't until May 19th, so I got plenty of time. So, um, it, I should definitely have my cards and everything by the time that comes in, so. Understood. Would that... Would that be okay? All right, I- Do you have any questions about this enrollment? I don't. I appreciate it. My pleasure. And what, what- You have a wonderful... Hmm? What's the, what's the insurance again so I can write it down? Yes, sir. It's going to be called American Public Life. American Public Wise? W-I-S-E? Ah, no, Life. W-I-F-E. Oh, American Public Life. Gotcha. Mm-hmm. Okay. All right. That's what my insurance will be, and that's the same for the dental as well, American Public Life? Yes, sir. All right. Awesome. I definitely appreciate your diligence and I hope you have a rest, good rest of your day. Thank you, sir. You, too. Have a good one. Yup. Bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca benefit ten-of-Card. Could I speak with Mr. Beyer on behalf of Surge Staffing?

Speaker speaker_0: Yes, you are, Burger. Be- Burger, not Berger. Or Burger-

Speaker speaker_2: Burger.

Speaker speaker_0: ... yeah, whatever you were saying.

Speaker speaker_2: Um, I was giving you-

Speaker speaker_0: Who-

Speaker speaker_2: ... a callback so that you know you are eligible for the enrollment of the benefits.

Speaker speaker_0: Okay. Man, that was quick.

Speaker speaker_2: Yes, sir. It looks like more than likely since we did have a three-day weekend, they probably don't have a lot of those reviews to do today.

Speaker speaker_0: Okay. Um, I am eligible, and then you said that's like \$19 a month you were saying?

Speaker speaker_2: So you are eligible-

Speaker speaker_0: Or \$19 a week-

Speaker speaker_2: ... for the enrollment.

Speaker speaker_0: Okay.

Speaker speaker_2: Yes, sir. I think you're talking about that Classic VIP, the \$19.53, or is it the standard \$17.63?

Speaker speaker_0: Let's do the Classic. Let's get the, let's get a little, little more bang for the buck, you know what I mean?

Speaker speaker_2: Gotcha, all right. And then is that VIP Classic or did you want to enroll and see any other of the plans?

Speaker speaker_0: Like, what other plans do you have?

Speaker speaker_2: So Surge is also offering dental, vision, short-term disability, life insurance, group accident, or behavior health which is virtual therapy along with 3RX membership and primary virtual care but you already get virtual urgent care with the current plan you selected, that VIP Classic.

Speaker speaker_0: Okay, let's do the dental...

Speaker speaker_2: All right. So that dental plan-

Speaker speaker_0: How much does that come out to?

Speaker speaker_2: It is \$4.17 per paycheck. It's going to cover your preventative services at 100% with no deductible, your basic services, basic restorative services and radiographs at 80%, and then the annual maximum that it's going to cover per year in services is \$750 with a \$50 deductible.

Speaker speaker_0: Okay.

Speaker speaker_2: All right. So just-

Speaker speaker_0: So that's

Speaker speaker_3: Yeah.

Speaker speaker_2: ... that VIP Classic medical and the dental, correct?

Speaker speaker_0: Yes.

Speaker speaker_2: All right. So with both plans, we are looking at \$23.70 per paycheck. Do you authorize Surge Staffing to make those deductions for you?

Speaker speaker_0: I do.

Speaker speaker_2: All right, so it's going to take one to two weeks for them to start making the deductions, but when you see that very first deduction of the \$23.70, following Monday you'll be active, and that same week of activation, Friday's when the carrier send out the benefit card. Your carrier will be the same for both plans. It's American Public Life. Now the only thing is, they are n- not going to send a physical card for the medical plan because they do not, they only send a digital copy for them. Which-

Speaker speaker_0: Okay.

Speaker speaker_2: ... 10 out of eight times, it gets either lost in your junk or spam mail. So you can always use the callback for a, a refreshed one to be sent over to your email, as well as the fact that if you want a physical card once you're active, let us know, so we can send that request for you.

Speaker speaker_0: Okay, so you're saying right now they'll send me out a digital one and then once that I'm active, they'll send out a, a physical?

Speaker speaker_2: No, sir. They're not going to send any card at this moment. Once you do get activated, they'll send a digital medical card and a physical dental card. If you want a-

Speaker speaker_0: Okay.

Speaker speaker_2: ... physical medical card, you have to give us a call so that we can go ahead and put in the request.

Speaker speaker_0: Okay. Once one is active, is what you're saying?

Speaker speaker_2: Yes, sir.

Speaker speaker_0: Okay, so as of right now, I still don't have anything, correct?

Speaker speaker_2: That is correct. Yes, sir.

Speaker speaker_0: And then once when they start taking it out in the next week or two, then I'll be active and then I can call you guys back and you can, um, send me out a physical copy card for both of those?

Speaker speaker_2: That is correct. Yes, sir.

Speaker speaker_0: Okay. And this is the best number, the Benefits and A Card is the best to call back for that and get that?

Speaker speaker_2: Yes, sir. That is correct.

Speaker speaker_0: All right. Yeah, 'cause my appointment isn't until May 19th, so I got plenty of time. So, um, it, I should definitely have my cards and everything by the time that comes in, so.

Speaker speaker_2: Understood. Would that... Would that be okay?

Speaker speaker_0: All right, I-

Speaker speaker_2: Do you have any questions about this enrollment?

Speaker speaker_0: I don't. I appreciate it.

Speaker speaker_2: My pleasure.

Speaker speaker_0: And what, what-

Speaker speaker_2: You have a wonderful... Hmm?

Speaker speaker_0: What's the, what's the insurance again so I can write it down?

Speaker speaker_2: Yes, sir. It's going to be called American Public Life.

Speaker speaker_0: American Public Wise? W-I-S-E?

Speaker speaker_2: Ah, no, Life. W-I-F-E.

Speaker speaker_0: Oh, American Public Life. Gotcha.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Okay. All right. That's what my insurance will be, and that's the same for the dental as well, American Public Life?

Speaker speaker_2: Yes, sir.

Speaker speaker_0: All right. Awesome. I definitely appreciate your diligence and I hope you have a rest, good rest of your day.

Speaker speaker_2: Thank you, sir. You, too. Have a good one.

Speaker speaker_0: Yup. Bye.