

Transcript: Francesca

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Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefit to Know Card calling on behalf of Surge Staffing to speak with Mr. James Dooley. This is me. Good morning, sir. How are you today? Good morning. All right. How about you? Good, thank you for asking. I was calling you to let you know you are eligible for enrollment and I wanted to know if you still only want that Medical Preventative MEC plan to be enrolled into? Well, is this for, uh, insurance? Yes, sir. Um, we had spoken previously on, I think it was... Oh, it was actually yesterday that we spoke. Um, we went over- Oh, yeah. ... the Medical Preventative Plan, the one that would be \$16.00 and... Yeah, yeah. Mm-hmm. This for Surge, right? Yes, sir. For Surge. Okay. All right. Did you want me to process that enrollment for only that one plan for now? Yeah, yeah. All right. So you authorized Surge Staffing to make a deduction of the \$16.80 for your Medical Preventative Care Plan. O- okay. All right. So give them about one to two weeks for them to start making the deductions and then once you see that very first deduction, it's gonna be 15.16 instead of the \$16.80 because they do give a contribution towards that plan. Okay. So your deductions will be \$15.16 when you see the first one. Following Monday, coverage will be effective and Friday of that Monday will be when your carrier mails out your benefit cards. Okay. The longest it should take to get to you will be roughly three to four weeks. Um, but if you do need them before that- Okay. ... you can always give us a call. I believe it's Tuesday or Wednesday after your activation from Monday that we'll have access to that electronic version of your benefit card in the event that you need it sooner. Okay. All right, and did you want me to send you the network information for that plan? That way, while you're waiting for it to be activated, you can take a look and see where the doctors with the network are in your area. Yeah. All right. I'll go ahead and send that to you. It's gonna be from Info@BenefittoKnowCard, and it will be labeled Network Information. Okay. All right. Was there anything else that we can assist you with today, Mr. Dooley? No, that'd be all. All right. So you have all the way to December 13th to make any changes or additions, plans added to that policy, okay? Okay. Thank you so much for taking my call today. I hope you enjoy the rest of your day as well as your weekend. Okay. You, too. Thank you. Bye-bye. See you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_2: Good morning. My name is Francesca with Benefit to Know Card calling on behalf of Surge Staffing to speak with Mr. James Dooley.

Speaker speaker_1: This is me.

Speaker speaker_2: Good morning, sir. How are you today?

Speaker speaker_1: Good morning. All right. How about you?

Speaker speaker_2: Good, thank you for asking. I was calling you to let you know you are eligible for enrollment and I wanted to know if you still only want that Medical Preventative MEC plan to be enrolled into?

Speaker speaker_1: Well, is this for, uh, insurance?

Speaker speaker_2: Yes, sir. Um, we had spoken previously on, I think it was... Oh, it was actually yesterday that we spoke. Um, we went over-

Speaker speaker_1: Oh, yeah.

Speaker speaker_2: ... the Medical Preventative Plan, the one that would be \$16.00 and...

Speaker speaker_1: Yeah, yeah.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: This for Surge, right?

Speaker speaker_2: Yes, sir. For Surge.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Did you want me to process that enrollment for only that one plan for now?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_2: All right. So you authorized Surge Staffing to make a deduction of the \$16.80 for your Medical Preventative Care Plan.

Speaker speaker_1: O- okay.

Speaker speaker_2: All right. So give them about one to two weeks for them to start making the deductions and then once you see that very first deduction, it's gonna be 15.16 instead of the \$16.80 because they do give a contribution towards that plan.

Speaker speaker_1: Okay.

Speaker speaker_2: So your deductions will be \$15.16 when you see the first one. Following Monday, coverage will be effective and Friday of that Monday will be when your carrier mails out your benefit cards.

Speaker speaker_1: Okay.

Speaker speaker_2: The longest it should take to get to you will be roughly three to four weeks. Um, but if you do need them before that-

Speaker speaker_1: Okay.

Speaker speaker_2: ... you can always give us a call. I believe it's Tuesday or Wednesday after your activation from Monday that we'll have access to that electronic version of your benefit card in the event that you need it sooner.

Speaker speaker_1: Okay.

Speaker speaker_2: All right, and did you want me to send you the network information for that plan? That way, while you're waiting for it to be activated, you can take a look and see where the doctors with the network are in your area.

Speaker speaker_1: Yeah.

Speaker speaker_2: All right. I'll go ahead and send that to you. It's gonna be from Info@BenefittoKnowCard, and it will be labeled Network Information.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Was there anything else that we can assist you with today, Mr. Dooley?

Speaker speaker_1: No, that'd be all.

Speaker speaker_2: All right. So you have all the way to December 13th to make any changes or additions, plans added to that policy, okay?

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you so much for taking my call today. I hope you enjoy the rest of your day as well as your weekend.

Speaker speaker_1: Okay. You, too.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: See you. Bye-bye.