

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yeah, my name is Corey Gross. Um, I've been with Surge since September 19th, Surge Staffing. I work at Benjamin Steele and I'm trying to see how this insurance is gonna take place. Okay, so Surge Staffing. What's the last four of your Social so I can pull your file for you? Excuse me? What was the last four of your Social so I could pull your file for you? 1244. And what was your first and last name? Corey Gross, G-R-O-S-S. And for security purposes, could you verify the home address, including city, state and zip code, Corey? 517 South Main Street, Lima, Ohio 45804. And confirm your date of birth. 09/12/1982. And a good telephone number I have is 567-392-3061. Correct. And the email I have is jcorey4949 at gmail? That's correct. Okay, um, so looking at the file, it looks like you have a pending request in for enrollment for the MEC TeleRx, which just covers preventative healthcare services, as well as a subscription to FreeRx, which gives out free and discounted prescriptions - Am I able to add my son onto my insurance? Um, let's see here. So looking at the hire date, it looks like you're actually outside of your personal open enrollment period, so it looks like you were enrolled into employee-only coverage. Okay, so this is my question here. Since I'm going through Surge and it's a temp service, after I accumulate my hours, what do I need to do? I have to get different insurance again? Uh, well they should have informed you during your onboarding that you have 30 days from your first paycheck for Surge Staffing to be enrolled into benefits, or you'll be automatically enrolled into one of their medical plans. Right. I, my issue I'm having right now is my son's being insured depending on what he's under right now, and I need to enroll him- Okay. ... in some type of medical insurance. Okay, I see what's going on. Yeah, so what you can do, or what I can do, I can email you a, um, a QLE submission form email and then you would just provide documentation proving that your son is losing coverage, and then I can have my back office investigate and we can go from there. Okay? Okay. Okay, do you mind if I place you on a brief hold while I get that email set up for you? No, go ahead. All right. Hello, Corey, you still there? Yeah. Awesome, thank you so much for holding. So I went ahead and emailed you that QLE submission form email, the email we had on file. The email that you should be looking out for is coming from info, that's I-N-F-O. That's it. Um, hopefully in your inbox. Be sure to check the spam or check the junk folder, okay? Yep. Okay. Well, is there anything else I can help you out with today? Well, one last thing here. I'm under Medicaid right now. Should I cancel my Medicaid? Uh, no. Honestly, that's more of like a state question, 'cause I do know that the insurance that's offered through Surge Staffing, um, the one that they automatically enroll you into just covered preventative healthcare services only. Okay, so like emergency basically? Give or take, yes, sir. But I would honestly just reach out to the, your local state official for that, uh, that provider you do Medicaid with, um, and then go from there and ask for

that. Okay. All right. Well, is there anything else I can help you out with today? No, you're fine. Thank you. Awesome. Well, you have a wonderful day, okay?

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Yeah, my name is Corey Gross. Um, I've been with Surge since September 19th, Surge Staffing. I work at Benjamin Steele and I'm trying to see how this insurance is gonna take place.

Speaker speaker_1: Okay, so Surge Staffing. What's the last four of your Social so I can pull your file for you?

Speaker speaker_2: Excuse me?

Speaker speaker_1: What was the last four of your Social so I could pull your file for you?

Speaker speaker_2: 1244.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Corey Gross, G-R-O-S-S.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Corey?

Speaker speaker_2: 517 South Main Street, Lima, Ohio 45804.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 09/12/1982.

Speaker speaker_1: And a good telephone number I have is 567-392-3061.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is jcorey4949 at gmail?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay, um, so looking at the file, it looks like you have a pending request in for enrollment for the MEC TeleRx, which just covers preventative healthcare services, as well as a subscription to FreeRx, which gives out free and discounted prescriptions -

Speaker speaker_2: Am I able to add my son onto my insurance?

Speaker speaker_1: Um, let's see here. So looking at the hire date, it looks like you're actually outside of your personal open enrollment period, so it looks like you were enrolled into

employee-only coverage.

Speaker speaker_2: Okay, so this is my question here. Since I'm going through Surge and it's a temp service, after I accumulate my hours, what do I need to do? I have to get different insurance again?

Speaker speaker_1: Uh, well they should have informed you during your onboarding that you have 30 days from your first paycheck for Surge Staffing to be enrolled into benefits, or you'll be automatically enrolled into one of their medical plans.

Speaker speaker_2: Right. I, my issue I'm having right now is my son's being insured depending on what he's under right now, and I need to enroll him-

Speaker speaker_1: Okay.

Speaker speaker_2: ... in some type of medical insurance.

Speaker speaker_1: Okay, I see what's going on. Yeah, so what you can do, or what I can do, I can email you a, um, a QLE submission form email and then you would just provide documentation proving that your son is losing coverage, and then I can have my back office investigate and we can go from there. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, do you mind if I place you on a brief hold while I get that email set up for you?

Speaker speaker_2: No, go ahead.

Speaker speaker_1: All right. Hello, Corey, you still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome, thank you so much for holding. So I went ahead and emailed you that QLE submission form email, the email we had on file. The email that you should be looking out for is coming from info, that's I-N-F-O. That's it. Um, hopefully in your inbox. Be sure to check the spam or check the junk folder, okay?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Well, is there anything else I can help you out with today?

Speaker speaker_2: Well, one last thing here. I'm under Medicaid right now. Should I cancel my Medicaid?

Speaker speaker_1: Uh, no. Honestly, that's more of like a state question, 'cause I do know that the insurance that's offered through Surge Staffing, um, the one that they automatically enroll you into just covered preventative healthcare services only.

Speaker speaker_2: Okay, so like emergency basically?

Speaker speaker_1: Give or take, yes, sir. But I would honestly just reach out to the, your local state official for that, uh, that provider you do Medicaid with, um, and then go from there

and ask for that.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Well, is there anything else I can help you out with today?

Speaker speaker_2: No, you're fine. Thank you.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?