

Transcript: Justin

Mills-4689912724504576-5434604890144768

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you? Yes. Um, I'm employed by Surge Staffing, um. I've been there with 'em for almost six months and, uh, you all had sent me, uh, the, a 10- 1095A form. So, uh, d- let me ask you this here. If y'all send me the form, I have to have the insurance, right? Um, no, ma'am. I would honestly reach back out to Surge Staffing regarding that 1095 form. We don't have any access to that information. Okay. Now I did and they... I mean, I did, but they telling me what the company that I- that I'm at, telling me they have no information, no stuff on it. Uh, uh, I'm reaching out trying to get an insurance. I- I'm, I'm confused. Th- this world is going crazy. How can you get documents saying, uh... I got a 1095 from Surge saying I had the insurance, but that's not good enough. I need, uh, I need some more information. Okay. Well us at Benefits and a Card, we are the benefit administrators for Surge Staffing. Surge Staffing is the ones who automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck. So, like I said at the beginning of the call, we don't have access to any 1095 forms. You would need to reach out specifically to Surge Staffing corporate for that information. Okay, so what if they told me they... they told me... Oh, so I would have to reach out to corporate? Let me, let me see. This is so confusing, so crazy. This world is messed up. Oh, uh, I- you could have documentation and stuff. Uh, this is crazy. Okay, let me see what it... can I do. Hmm. Okay. Well, you have a wonderful day, all right? Hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you?

Speaker speaker_1: Yes. Um, I'm employed by Surge Staffing, um. I've been there with 'em for almost six months and, uh, you all had sent me, uh, the, a 10- 1095A form. So, uh, d- let me ask you this here. If y'all send me the form, I have to have the insurance, right?

Speaker speaker_0: Um, no, ma'am. I would honestly reach back out to Surge Staffing regarding that 1095 form. We don't have any access to that information.

Speaker speaker_1: Okay. Now I did and they... I mean, I did, but they telling me what the company that I- that I'm at, telling me they have no information, no stuff on it. Uh, uh, I'm reaching out trying to get an insurance. I- I'm, I'm confused. Th- this world is going crazy. How can you get documents saying, uh... I got a 1095 from Surge saying I had the insurance, but that's not good enough. I need, uh, I need some more information.

Speaker speaker_0: Okay. Well us at Benefits and a Card, we are the benefit administrators for Surge Staffing. Surge Staffing is the ones who automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck. So, like I said at the beginning of the call, we don't have access to any 1095 forms. You would need to reach out specifically to Surge Staffing corporate for that information.

Speaker speaker_1: Okay, so what if they told me they... they told me... Oh, so I would have to reach out to corporate? Let me, let me see. This is so confusing, so crazy. This world is messed up. Oh, uh, I- you could have documentation and stuff. Uh, this is crazy. Okay, let me see what it... can I do. Hmm.

Speaker speaker_0: Okay. Well, you have a wonderful day, all right?

Speaker speaker_1: Hmm.