

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? How you doing, Justin. Um, my name is Allen Martinez. I just received my card in the mail yesterday, and it says on the back to call this number. I mean, do I have to activate it or, you know, I don't know what to do after I got the card, but there is a number that says... Uh, yeah. Now I do know if- once you receive the ID card, it should be already active in the system because you already received it. But let me try pulling your file to confirm everything for you. What's the staffing agency- Okay. ...you work for? Surge. S-U-R-G-E. And the last four of your social? Uh, 8630. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Martinez? Yes. It's 257 South Marbury Street, Hagerstown, Maryland, 21740. And your date of birth? 11-29-1970. And a good telephone number have is 321-432-3873. Correct. And the email I have is allenramiro32 at gmail? Correct. Okay, so checking the calendar, yes, you are currently active in the coverage for this week. Um, you became active as of February 24th of 2025. So, you can go ahead and use that card as need be. Okay. Now, uh... Okay, now how do I use this card? Like I can take it to like, uh... Like I need to get prescription, uh, uh, glasses. And, uh, do I have to pick a PCP at all? Um, so it's just for medical insurance. It just covers preventative health care services only. So I'm not seeing anything regarding vision. Um, but preventative services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Yeah, because when I signed up, I remember, uh, signing up for dental and vision also. Does it say that o- on the records? Um, no, sir. Not that I can see. Did you submit an enrollment form? Yeah. Well, when I applied to Surge, uh, I did it all through a computer, but I do specifically remember applying for dental and vision. Okay... Uh... And if I don't have that, can I change it and have that? Because that's what I applied for. So, checking the audit tab, the only thing I'm seeing from January was demographic information. I'm not seeing anything submitted. Um, is there like a... Was there a document you submitted since you did it... You said you did it on a computer, correct? Yeah, yeah. With- with the staffing agency, because it asks, uh, do I want insurance, and I- I said yes. And it asked me which ones do I want, and I picked dental. And that was like, um, I think dental was like, uh, four to seven dollars a week or something like that. And then vision was almost the same amount, four or seven dollars a week that they would take out of my pay for it. And I agreed to it, and then I agreed to like a not, uh, platinum thing of, uh, uh, of, um, medical care, but like the... I guess the silver, you know. It wasn't, you know, gold, it was silver. I picked a plan that was not that expensive. I just want to know if the records verify that. If not, I would like to change it so it does verify that. Okay. Um, yeah, I'm not seeing that in our system. Looks like Surge auto-enrolled you into the MEC and that's about it. Um, and unfortunately, we wouldn't be able to make... Well, give me one second. Let me check that hire date real quick. 22, 28. So you are still eligible. Yeah, so I

can... Yeah, let me go ahead and make that change because it looks like you're still eligible. Please. Yeah, please. Please do that. Okay. Did you want to keep the MEC or did you want to upgrade it to the other medical plan? What... O- okay, so the MEC, what coverage do I have? Is it... I mean, so I don't have a PCP if I, uh, have the current one that I have right now? Um, what do you mean, like a primary care doctor? Correct. Primary care provider. Um... Correct. Okay. Okay, so it only... So it would only cover preventative services, that MEC TeleRx. So if you went to that primary care doctor for preventative services only, it would be covered. However, if you went to that doctor for like, um, say, if you were sick or something and they had to prescribe you something, um, it wouldn't cover that visit because it just covers preventative services. However- Okay. ... um, those would cover hospitals, doctors and medications. Um, they do range from \$17.63 to \$19.53. Per week? Correct. Or that's copay? That's per week, weekly deductions. \$19... All right. Can we make that happen then? Can we upgrade it so I can get, uh, medical care, not just preventative maintenance? Yeah. So let's see here. So your current deductions right now with the MEC was ju- was just \$16.80. However, dropping the MEC, adding dental, vision and the VIP Classic would make your new total deductions \$25.85 per week. Okay? Yep, yep. I'll take that. Okay. Do you authorize Surge Staffing to make that deduction for you? Yes, sir. All right. So I'm going to go ahead and save that. Let's see here. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.85 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to ten business days later, you'll receive all of your new policy and ID card information in the mail. But other than that, Allen, is there anything else I could assist you with today? No, that is... So I'm going to be issued a new card then? Correct. Yes, sir. Correct. Oh, okay. All right. No problem. All right. So I have, uh, dental, vision, and I have a better, uh, medical plan. Correct? Correct. Correct. Yes, sir. MEC coverage. All right. Thank you so much. You're welcome. You have a great day, okay? And then- Yep. Hey, so when I, uh, when I get that new card, I have to call back this number, correct? Uh, no, sir. So once you receive the physical ID cards in the mail, that's how you know you are active, because you received the ID card. Oh. Okay. Awesome. Okay, that's great. All right, man. Thank you so much. I appreciate your time. You're welcome. You have a great day, okay? You- you too. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: How you doing, Justin. Um, my name is Allen Martinez. I just received my card in the mail yesterday, and it says on the back to call this number. I mean, do I have to activate it or, you know, I don't know what to do after I got the card, but there is a number that says...

Speaker speaker_0: Uh, yeah. Now I do know if- once you receive the ID card, it should be already active in the system because you already received it. But let me try pulling your file to confirm everything for you. What's the staffing agency-

Speaker speaker_1: Okay.

Speaker speaker_0: ...you work for?

Speaker speaker_1: Surge. S-U-R-G-E.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 8630.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Mr. Martinez?

Speaker speaker_1: Yes. It's 257 South Marbury Street, Hagerstown, Maryland, 21740.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11-29-1970.

Speaker speaker_0: And a good telephone number have is 321-432-3873.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is allenramiro32 at gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so checking the calendar, yes, you are currently active in the coverage for this week. Um, you became active as of February 24th of 2025. So, you can go ahead and use that card as need be.

Speaker speaker_1: Okay. Now, uh... Okay, now how do I use this card? Like I can take it to like, uh... Like I need to get prescription, uh, uh, glasses. And, uh, do I have to pick a PCP at all?

Speaker speaker_0: Um, so it's just for medical insurance. It just covers preventative health care services only. So I'm not seeing anything regarding vision. Um, but preventative services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_1: Yeah, because when I signed up, I remember, uh, signing up for dental and vision also. Does it say that o- on the records?

Speaker speaker_0: Um, no, sir. Not that I can see. Did you submit an enrollment form?

Speaker speaker_1: Yeah. Well, when I applied to Surge, uh, I did it all through a computer, but I do specifically remember applying for dental and vision.

Speaker speaker_0: Okay... Uh...

Speaker speaker_1: And if I don't have that, can I change it and have that? Because that's what I applied for.

Speaker speaker_0: So, checking the audit tab, the only thing I'm seeing from January was demographic information. I'm not seeing anything submitted. Um, is there like a... Was there a document you submitted since you did it... You said you did it on a computer, correct?

Speaker speaker_1: Yeah, yeah. With- with the staffing agency, because it asks, uh, do I want insurance, and I- I said yes. And it asked me which ones do I want, and I picked dental. And that was like, um, I think dental was like, uh, four to seven dollars a week or something like that. And then vision was almost the same amount, four or seven dollars a week that they would take out of my pay for it. And I agreed to it, and then I agreed to like a not, uh, platinum thing of, uh, uh, of, um, medical care, but like the... I guess the silver, you know. It wasn't, you know, gold, it was silver. I picked a plan that was not that expensive. I just want to know if the records verify that. If not, I would like to change it so it does verify that.

Speaker speaker_0: Okay. Um, yeah, I'm not seeing that in our system. Looks like Surge auto-enrolled you into the MEC and that's about it. Um, and unfortunately, we wouldn't be able to make... Well, give me one second. Let me check that hire date real quick. 22, 28. So you are still eligible. Yeah, so I can... Yeah, let me go ahead and make that change because it looks like you're still eligible.

Speaker speaker_1: Please. Yeah, please. Please do that.

Speaker speaker_0: Okay. Did you want to keep the MEC or did you want to upgrade it to the other medical plan?

Speaker speaker_1: What... O- okay, so the MEC, what coverage do I have? Is it... I mean, so I don't have a PCP if I, uh, have the current one that I have right now?

Speaker speaker_0: Um, what do you mean, like a primary care doctor?

Speaker speaker_1: Correct. Primary care provider.

Speaker speaker_0: Um...

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Okay, so it only... So it would only cover preventative services, that MEC TeleRx. So if you went to that primary care doctor for preventative services only, it would be covered. However, if you went to that doctor for like, um, say, if you were sick or something and they had to prescribe you something, um, it wouldn't cover that visit because it just covers preventative services. However-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, those would cover hospitals, doctors and medications. Um, they do range from \$17.63 to \$19.53.

Speaker speaker_1: Per week?

Speaker speaker_0: Correct.

Speaker speaker_1: Or that's copay?

Speaker speaker_0: That's per week, weekly deductions.

Speaker speaker_1: \$19... All right. Can we make that happen then? Can we upgrade it so I can get, uh, medical care, not just preventative maintenance?

Speaker speaker_0: Yeah. So let's see here. So your current deductions right now with the MEC was ju- was just \$16.80. However, dropping the MEC, adding dental, vision and the VIP Classic would make your new total deductions \$25.85 per week. Okay?

Speaker speaker_1: Yep, yep. I'll take that.

Speaker speaker_0: Okay. Do you authorize Surge Staffing to make that deduction for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. So I'm going to go ahead and save that. Let's see here. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.85 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to ten business days later, you'll receive all of your new policy and ID card information in the mail. But other than that, Allen, is there anything else I could assist you with today?

Speaker speaker_1: No, that is... So I'm going to be issued a new card then?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Correct. Oh, okay. All right. No problem. All right. So I have, uh, dental, vision, and I have a better, uh, medical plan. Correct?

Speaker speaker_0: Correct. Correct. Yes, sir.

Speaker speaker_1: MEC coverage. All right. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: And then-

Speaker speaker_0: Yep.

Speaker speaker_1: Hey, so when I, uh, when I get that new card, I have to call back this number, correct?

Speaker speaker_0: Uh, no, sir. So once you receive the physical ID cards in the mail, that's how you know you are active, because you received the ID card.

Speaker speaker_1: Oh. Okay. Awesome. Okay, that's great. All right, man. Thank you so much. I appreciate your time.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You- you too.

Speaker speaker_0: All right. Bye-bye.