

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, Justin. I am calling 'cause I am working through Surge Staffing, and I should have been signed up for insurance but evidently I'm not, and this is the number they gave me to call to get signed up. Okay, so Surge Staffing. What's the last four of your social? Uh, 3956. And what was your first and last name? James Miller. And for security purposes, can you verify your home address, including city, state and zip code, James? Uh, 15 West South New Rigel, Ohio 44853. And your date of birth? 01/07/'82. And a good phone number I have is 419-310-8360? Yes. And the email I have is montymiller1982@gmail? Yep. Okay, um, now what did you want to be enrolled into? I... What options are there? Is there medical? I gotta have medical, for sure, 'cause I have a couple medical issues I have to have insurance for, so... Um... Okay, um, so do know that Surge Staffing offers three medical plans. One of them is the MEC-TeleRx. Now that just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$16.80 per week. Then they have two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things, but those range from \$17.63 to \$19.53. Okay, um... Yeah, 'cause I gotta have medication and stuff like that, so I gotta have that. Okay, which one, the Standard or the Classic? Um, what... Okay, now which one was the one that covered doctors or hospital visits and stuff like that? Just in case I had something... So, so both VIP plans cover hospitals, doctors and medications. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things. Oh. So they both cover your hospitals. Well, I... Do the Standard then or, yeah, Standard, or... Okay, so the VIP Standard? Yeah. What's the difference between that and the Classic? Nothing? So like I said, the only major difference is how much the insurance carrier pays to cover things. Oh, okay. Okay, so just medical. Anything else? Um, I don't know what else there is. Is there dental? Yeah, so they have dental; um, FreeRx which gives out free or discounted prescription coverage; uh, short-term disability; term life which is life insurance; vision; critical illness; group accident; and behavior health. Uh, that's all under dental? No, sir. That's all of the additional benefits offered through Surge Staffing 'cause you asked what was, else was offered. Oh, oh, oh, oh, oh! Okay, okay. I'm sorry. I apologize. Um, yeah, just, is there just a regular vision and dental plan? Yeah, I can put you down for both of those, just dental, vision and the VIP Standard. Yeah. Okay, anything else or no? Um, no. Now how much will all that be total, coming out of my check a week? So doing those three would make your total deductions \$23.95 per week. Wow, I'm okay with that. Okay. Do you authorize Surge Staffing to make that deduction for you? Yes, sir. Okay. Now- So I do want to let you know... Oh. Go ahead. Go ahead. 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 \$23.95 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Okay. Seven to 10 business days later you'll receive all of your policy and ID card information in the mail. Other than that, James, is there anything else I could assist you with today? Nope, nope. I was just calling 'cause I haven't received any card or anything like that, and Surge told me, uh, by the looks of it I wasn't enrolled and I thought I was, so, but yeah. So within the next couple weeks I should receive my insurance cards then? Correct. Yes, sir. All right. That works for me. Thank you, sir, very much. You're welcome. You have a great day, okay? All right. You too. All right. Bye-bye. Bye. Are you still there? Yes, sir. I'm still here. Oh, okay. I didn't know if you hung up on my... Um, I guess another silly question that way I'm watching for it while you're here. Mm-hmm. Uh, who is the insurance through... Is it like Molina or... I don't know who else there is. Um, so medical would be through American Public Life. Okay. And then your vision would be through MetLife. MetLife, okay. Okay. I was just making sure that way I could watch for the actual insurance cards or whatnot and... Yeah. Awesome. Well, you have a wonderful day, okay, James? All right. Thanks, sir. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. I am calling 'cause I am working through Surge Staffing, and I should have been signed up for insurance but evidently I'm not, and this is the number they gave me to call to get signed up.

Speaker speaker_0: Okay, so Surge Staffing. What's the last four of your social?

Speaker speaker_1: Uh, 3956.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: James Miller.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, James?

Speaker speaker_1: Uh, 15 West South New Rigel, Ohio 44853.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 01/07/82.

Speaker speaker_0: And a good phone number I have is 419-310-8360?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is montymiller1982@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, um, now what did you want to be enrolled into?

Speaker speaker_1: I... What options are there? Is there medical? I gotta have medical, for sure, 'cause I have a couple medical issues I have to have insurance for, so... Um...

Speaker speaker_0: Okay, um, so do know that Surge Staffing offers three medical plans. One of them is the MEC-TeleRx. Now that just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$16.80 per week. Then they have two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things, but those range from \$17.63 to \$19.53.

Speaker speaker_1: Okay, um... Yeah, 'cause I gotta have medication and stuff like that, so I gotta have that.

Speaker speaker_0: Okay, which one, the Standard or the Classic?

Speaker speaker_1: Um, what... Okay, now which one was the one that covered doctors or hospital visits and stuff like that? Just in case I had something...

Speaker speaker_0: So, so both VIP plans cover hospitals, doctors and medications. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things.

Speaker speaker_1: Oh.

Speaker speaker_0: So they both cover your hospitals.

Speaker speaker_1: Well, I... Do the Standard then or, yeah, Standard, or...

Speaker speaker_0: Okay, so the VIP Standard?

Speaker speaker_1: Yeah. What's the difference between that and the Classic? Nothing?

Speaker speaker_0: So like I said, the only major difference is how much the insurance carrier pays to cover things.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Okay, so just medical. Anything else?

Speaker speaker_1: Um, I don't know what else there is. Is there dental?

Speaker speaker_0: Yeah, so they have dental; um, FreeRx which gives out free or discounted prescription coverage; uh, short-term disability; term life which is life insurance; vision; critical illness; group accident; and behavior health.

Speaker speaker_1: Uh, that's all under dental?

Speaker speaker_0: No, sir. That's all of the additional benefits offered through Surge Staffing 'cause you asked what was, else was offered.

Speaker speaker_1: Oh, oh, oh, oh, oh! Okay, okay. I'm sorry. I apologize. Um, yeah, just, is there just a regular vision and dental plan?

Speaker speaker_0: Yeah, I can put you down for both of those, just dental, vision and the VIP Standard.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, anything else or no?

Speaker speaker_1: Um, no. Now how much will all that be total, coming out of my check a week?

Speaker speaker_0: So doing those three would make your total deductions \$23.95 per week.

Speaker speaker_1: Wow, I'm okay with that.

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

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay.

Speaker speaker_1: Now-

Speaker speaker_0: So I do want to let you know... Oh.

Speaker speaker_1: Go ahead. Go ahead.

Speaker speaker_0: 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 \$23.95 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing.

Speaker speaker_1: Okay.

Speaker speaker_0: Seven to 10 business days later you'll receive all of your policy and ID card information in the mail. Other than that, James, is there anything else I could assist you with today?

Speaker speaker_1: Nope, nope. I was just calling 'cause I haven't received any card or anything like that, and Surge told me, uh, by the looks of it I wasn't enrolled and I thought I was, so, but yeah. So within the next couple weeks I should receive my insurance cards then?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: All right. That works for me. Thank you, sir, very much.

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

Speaker speaker_1: All right. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye. Are you still there?

Speaker speaker_0: Yes, sir. I'm still here.

Speaker speaker_1: Oh, okay. I didn't know if you hung up on my... Um, I guess another silly question that way I'm watching for it while you're here.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, who is the insurance through... Is it like Molina or... I don't know who else there is.

Speaker speaker_0: Um, so medical would be through American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: And then your vision would be through MetLife.

Speaker speaker_1: MetLife, okay. Okay. I was just making sure that way I could watch for the actual insurance cards or whatnot and... Yeah.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay, James?

Speaker speaker_1: All right. Thanks, sir.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.