

Transcript: Justin

Mills-5117442942517248-4659334214533120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome to Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. My name is Dalton Bowman. I am currently an employee for Surge Staffing. Uh, I'm trying to get insurance. My Medicaid dropped me on 12/1. Uh, I started my, uh, enrollment in my job through Surge on 11/9 and I'm just trying to get some insurance. Yeah, let me check on that. So Surge Staffing, what's the last four of your Social? 9550. You said Dalton Bowman? Yes. And for security purposes, could you verify the home address, including city, state and zip code? Uh, 1011 Cherry Street, Fostoria, Ohio 44830. And confirm your date of birth. 06/29/94. And a good telephone number have as 271-8777. No, if you could update that, that would be great. And what's a good telephone number for you? 419 552-4150. And just to confirm, 419 552-4150? Yes, sir. And the email has daltonbowman060820 at gmail? Uh, no, I have a different one. And I have to update that. What do you have? Uh, roadhouse062994@gmail.com. Okay. Nice. So let's see here. So looking at the file, it looks like you are eligible to be enrolled in the benefits offered through Surge. However, were you given a benefit guide through them by any chance or no? No. No? Okay. Um, so what I'll go ahead and do, I'll email you a copy of the benefit guide, just so you have it, and then give you a brief rundown of what's offered. So just bear with me one second, okay? Okay. All right. The email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check your junk folder, okay? Okay. Good. Um, so I do know that Surge Staffing, they do offer three medical plans. One of the medical plans is the Stay Healthy ME-C Pelle Rx. Now that one just covers preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, at \$16.80 per week. Then they have two other medical plans, the VIP plans. Now those actually 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. So say, for example, you have to get surgery in a hospital. Under the VIP Standard, the insurance carrier will pay \$250 a day. Under the Classic, they'll pay out \$500 a day. Um, so that's pretty much the only major difference, is how much the carrier pays out. But those range from \$17.63 to \$19.53. Um, Surge Staffing does offer other things like short-term disability, dental, vision, uh, group accident, term life, which is life insurance, and behavior health. On behavioral health? Yeah, I'm on, uh, so does it c- I, I take, uh, methadone. So would that, would they cover that? And I also see a mental health doctor and get, uh, meds as well. Um, so let's see here. 'Cause my methadone is 120 or 115 a week. So I was just trying to see if they covered that, or at least part of it or something. Um, now may, that may be a specific carrier question. Um, because honestly I don't know the answer to that question. Uh, but I mean, I can provide you with a telephone number to where, um, once you

call them, they can give you that information before you get enrolled in the benefits. Okay, I'm ready for that number whenever you are. Okay. Um, so let's see here. The representative, uh, is Sandra. Her telephone number is 601- You said 601? Yes, sir. So 601. Okay. 936- 936-3287. 3287. And I just ask, ask her if they, they cover that? Yes, sir, or any other specific questions you have regarding the, uh, insurance. Okay. And when I get my answer, I just give you guys a call back and you can get ... what I need? Yes, sir. Okay, and when would... Would that go into effect immediately or how does, how would that work? Um, so if we got enrolled today, for example, um, pending enrollments do take one to two weeks to go through. And then whenever you witness a deduction of whatever you're enrolled into, coverage usually begins the Monday we receive it from Surge Staffing. So it's a good one to two-week process. Okay. Now, if they do cover my meds, would th- would it, uh, back pay those one to two weeks? Uh, honestly, that may be a more, more question for Sandra to answer. Um, because honestly I really don't know the answer to that question. Okay. All right. Yeah, that's fine. Yeah, I'll give her a call here, uh, actually, right after we get off the phone. Awesome. Well, is there anything else I could help you out with today? Uh, no, sir. That is it. You're welcome. You have a great day, okay? All right. Thank you. You too. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Welcome to Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. My name is Dalton Bowman. I am currently an employee for Surge Staffing. Uh, I'm trying to get insurance. My Medicaid dropped me on 12/1. Uh, I started my, uh, enrollment in my job through Surge on 11/9 and I'm just trying to get some insurance.

Speaker speaker_1: Yeah, let me check on that. So Surge Staffing, what's the last four of your Social?

Speaker speaker_2: 9550.

Speaker speaker_1: You said Dalton Bowman?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Uh, 1011 Cherry Street, Fostoria, Ohio 44830.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 06/29/94.

Speaker speaker_1: And a good telephone number have as 271-8777.

Speaker speaker_2: No, if you could update that, that would be great.

Speaker speaker_1: And what's a good telephone number for you?

Speaker speaker_2: 419 552-4150.

Speaker speaker_1: And just to confirm, 419 552-4150?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email has daltonbowman060820 at gmail?

Speaker speaker_2: Uh, no, I have a different one. And I have to update that.

Speaker speaker_1: What do you have?

Speaker speaker_2: Uh, roadhouse062994@gmail.com.

Speaker speaker_1: Okay. Nice. So let's see here. So looking at the file, it looks like you are eligible to be enrolled in the benefits offered through Surge. However, were you given a benefit guide through them by any chance or no?

Speaker speaker_2: No.

Speaker speaker_1: No? Okay. Um, so what I'll go ahead and do, I'll email you a copy of the benefit guide, just so you have it, and then give you a brief rundown of what's offered. So just bear with me one second, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. The email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check your junk folder, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Good. Um, so I do know that Surge Staffing, they do offer three medical plans. One of the medical plans is the Stay Healthy ME-C Pelle Rx. Now that one just covers preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, at \$16.80 per week. Then they have two other medical plans, the VIP plans. Now those actually 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. So say, for example, you have to get surgery in a hospital. Under the VIP Standard, the insurance carrier will pay \$250 a day. Under the Classic, they'll pay out \$500 a day. Um, so that's pretty much the only major difference, is how much the carrier pays out. But those range from \$17.63 to \$19.53. Um, Surge Staffing does offer other things like short-term disability, dental, vision, uh, group accident, term life, which is life insurance, and behavior health.

Speaker speaker_2: On behavioral health? Yeah, I'm on, uh, so does it c- I, I take, uh, methadone. So would that, would they cover that? And I also see a mental health doctor and get, uh, meds as well.

Speaker speaker_1: Um, so let's see here.

Speaker speaker_2: 'Cause my methadone is 120 or 115 a week. So I was just trying to see if they covered that, or at least part of it or something.

Speaker speaker_1: Um, now may, that may be a specific carrier question. Um, because honestly I don't know the answer to that question. Uh, but I mean, I can provide you with a telephone number to where, um, once you call them, they can give you that information before you get enrolled in the benefits.

Speaker speaker_2: Okay, I'm ready for that number whenever you are.

Speaker speaker_1: Okay. Um, so let's see here. The representative, uh, is Sandra. Her telephone number is 601-

Speaker speaker_2: You said 601?

Speaker speaker_1: Yes, sir. So 601.

Speaker speaker_2: Okay.

Speaker speaker_1: 936-

Speaker speaker_2: 936-

Speaker speaker_1: 3287.

Speaker speaker_2: 3287. And I just ask, ask her if they, they cover that?

Speaker speaker_1: Yes, sir, or any other specific questions you have regarding the, uh, insurance.

Speaker speaker_2: Okay. And when I get my answer, I just give you guys a call back and you can get ... what I need?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, and when would... Would that go into effect immediately or how does, how would that work?

Speaker speaker_1: Um, so if we got enrolled today, for example, um, pending enrollments do take one to two weeks to go through. And then whenever you witness a deduction of whatever you're enrolled into, coverage usually begins the Monday we receive it from Surge Staffing. So it's a good one to two-week process.

Speaker speaker_2: Okay. Now, if they do cover my meds, would th- would it, uh, back pay those one to two weeks?

Speaker speaker_1: Uh, honestly, that may be a more, more question for Sandra to answer. Um, because honestly I really don't know the answer to that question.

Speaker speaker_2: Okay. All right. Yeah, that's fine. Yeah, I'll give her a call here, uh, actually, right after we get off the phone.

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

Speaker speaker_2: Uh, no, sir. That is it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right. Thank you. You too.

Speaker speaker_1: All right. Bye-bye.