

Transcript: Justin

Mills-5133471624511488-4601251960766464

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello? Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I'm calling, uh, to see what, uh, health ben- uh, healthcare benefits were for Surge. Okay. What's the staffing- So- Oh, so Surge Staffing? What's the last four of your social? Uh, my last four is... Hold on. I got to grab my thing. Actually, my last four is 8386, I think it is. And your first and last name? Aryan Christian. And for security purposes, could you verify the home address, including city, state and zip code area? Um, I'm pretty sure it should be, uh, 610 South Sandusky Street, Tiffin, Ohio. And confirm your date of birth? 10/3/03. And a good telephone number have as 567-201-3995? Um, yeah. And the email I have is aryanchristian94@gmail? Yep. Okay, so looking at the file, it looks like you're currently enrolled into the MEC TeleRx, which- which covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Uh, it's \$15.16 per week. All right. Uh, does that cover, like, hospital visits and stuff? 'Cause... No, sir. It just covers preventative healthcare services. Oh. Do y'all have anything that does cover hospital visits? Um, Surge does offer other medical plans. However, looking at the file, you're outside of your personal open enrollment period, so unfortunately, we wouldn't be able to make any changes right now. Oh. Uh, how- when would I be able to make changes? Um, so you could either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or waiting until Surge Staffing's next open enrollment period, which I believe is sometime in August. Oh, okay. All right. Thank you. You're welcome. You have a great weekend, okay? You too. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello?

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

Speaker speaker_1: Hi. I'm calling, uh, to see what, uh, health ben- uh, healthcare benefits were for Surge.

Speaker speaker_0: Okay. What's the staffing-

Speaker speaker_1: So-

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

Speaker speaker_1: Uh, my last four is... Hold on. I got to grab my thing. Actually, my last four is 8386, I think it is.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Aryan Christian.

Speaker speaker_0: And for security purposes, could you verify the home address, including city, state and zip code area?

Speaker speaker_1: Um, I'm pretty sure it should be, uh, 610 South Sandusky Street, Tiffin, Ohio.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 10/3/03.

Speaker speaker_0: And a good telephone number have as 567-201-3995?

Speaker speaker_1: Um, yeah.

Speaker speaker_0: And the email I have is aryanchristian94@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so looking at the file, it looks like you're currently enrolled into the MEC TeleRx, which- which covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Uh, it's \$15.16 per week.

Speaker speaker_1: All right. Uh, does that cover, like, hospital visits and stuff? 'Cause...

Speaker speaker_0: No, sir. It just covers preventative healthcare services.

Speaker speaker_1: Oh. Do y'all have anything that does cover hospital visits?

Speaker speaker_0: Um, Surge does offer other medical plans. However, looking at the file, you're outside of your personal open enrollment period, so unfortunately, we wouldn't be able to make any changes right now.

Speaker speaker_1: Oh. Uh, how- when would I be able to make changes?

Speaker speaker_0: Um, so you could either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or waiting until Surge Staffing's next open enrollment period, which I believe is sometime in August.

Speaker speaker_1: Oh, okay. All right. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.