

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? Uh, hi. Um, yeah, I'm calling, um, because I'm trying to opt into my medical through the Surge staffing. Do you want to opt in or opt out of benefits? Opt in. Okay. Surge staffing or social? Medical. Uh, 7298. And your first and last name? Ryan Mayes. Last name M-A-Y-E-S. And for security purposes, can you verify your home address, including city, state and zip code, Ryan? Oh. Wait, where did I put down as my home address? I've moved since then, since I went to convention. Um, uh, I'm not sure what my home address is now. Is it... Hmm, I couldn't tell you, I'm sorry. Because I was living somewhere else than I'm living now. Um, it looks like that the address is in Dayton, Ohio. Oh, it's in Dayton? Correct. Uh, it could be 20... It could be 1207 Fairview Avenue, West Fairview. Is that a current address or an old address? Uh, that's a old address. What's the current address so I can go ahead and update it for you? Uh, the current address is 708 West Franklin Street, Troy, Ohio. Zip code? Uh, 45373. And confirm your date of birth. Uh, 04/05/1990. And a good telephone number you have is 326-217-7222. Yes. And the email you have is rmayes271990 at Gmail? Yes. Okay. So looking at the file, it looks like you've already been auto enrolled into the medical plan that Surge automatically does, um, which is the MEC Telarex. Okay. Um, so unfortunately we wouldn't be able to add dental right now since you're outside of your personal open enrollment period and company open enrollment period. Um, so as of right now you only have the automatic enrollment that Surge did. Oh, so I do have medical insurance through Surge? Correct. It's preventative services only, so like physicals, diabetes screenings, vaccinations, stuff like that. Okay. Uh, but I- I need, also need... So I can't get medication from the pharmacy still? Uh, well, it does come with a subscription to FreeRx, which gives out free or discounted prescription coverage. However, you have to register your FreeRx account, and I can email you directions on how to do that. Uh, yeah. Yeah, that... Can you do that? Yeah. Do you mind if I place you on a brief hold for a second? No problem. Okay. Hello, Ryan. You still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you the FreeRx registration directions to your email. Okay. Email that you should be looking at should be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Yeah, I received it. Awesome. Is there anything else I can assist you with today? No, that was it. Awesome. Well, you have a wonderful day, okay? Okay. Thank you. 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: Uh, hi. Um, yeah, I'm calling, um, because I'm trying to opt into my medical through the Surge staffing.

Speaker speaker_0: Do you want to opt in or opt out of benefits?

Speaker speaker_1: Opt in.

Speaker speaker_0: Okay. Surge staffing or social?

Speaker speaker_1: Medical. Uh, 7298.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ryan Mayes. Last name M-A-Y-E-S.

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

Speaker speaker_1: Oh. Wait, where did I put down as my home address? I've moved since then, since I went to convention. Um, uh, I'm not sure what my home address is now. Is it... Hmm, I couldn't tell you, I'm sorry. Because I was living somewhere else than I'm living now.

Speaker speaker_0: Um, it looks like that the address is in Dayton, Ohio.

Speaker speaker_1: Oh, it's in Dayton?

Speaker speaker_0: Correct.

Speaker speaker_1: Uh, it could be 20... It could be 1207 Fairview Avenue, West Fairview.

Speaker speaker_0: Is that a current address or an old address?

Speaker speaker_1: Uh, that's a old address.

Speaker speaker_0: What's the current address so I can go ahead and update it for you?

Speaker speaker_1: Uh, the current address is 708 West Franklin Street, Troy, Ohio.

Speaker speaker_0: Zip code?

Speaker speaker_1: Uh, 45373.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Uh, 04/05/1990.

Speaker speaker_0: And a good telephone number you have is 326-217-7222.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email you have is rmayes271990 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So looking at the file, it looks like you've already been auto enrolled into the medical plan that Surge automatically does, um, which is the MEC Telarex.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so unfortunately we wouldn't be able to add dental right now since you're outside of your personal open enrollment period and company open enrollment period. Um, so as of right now you only have the automatic enrollment that Surge did.

Speaker speaker_1: Oh, so I do have medical insurance through Surge?

Speaker speaker_0: Correct. It's preventative services only, so like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_1: Okay. Uh, but I- I need, also need... So I can't get medication from the pharmacy still?

Speaker speaker_0: Uh, well, it does come with a subscription to FreeRx, which gives out free or discounted prescription coverage. However, you have to register your FreeRx account, and I can email you directions on how to do that.

Speaker speaker_1: Uh, yeah. Yeah, that... Can you do that?

Speaker speaker_0: Yeah. Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: No problem.

Speaker speaker_0: Okay. Hello, Ryan. You still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you the FreeRx registration directions to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: Email that you should be looking at should be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay. Yeah, I received it.

Speaker speaker_0: Awesome. Is there anything else I can assist you with today?

Speaker speaker_1: No, that was it.

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

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right, bye-bye.