

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, sir. My name is Raven Wiggins and I work for the, uh, Medina Surge. And I was wondering about the insurance, how much would just medical be for one person? Uh, let me check on that for you. So Surge Staffing, what's the last four of your social? 7811. And what was your first and last name again? I'm sorry. Raven, R-A-B as in boy O-N Wiggins, W-I-G-G-I-N-S. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Wiggins? Yes, it is 1164 Rebecca Street, Wooster, Ohio 44691. And confirm your date of birth. 11/12/67. And a good telephone number has 234-392-9916. Yes. And the email I have is wigginsray92@gmail? Yes. Um... Okay, so let's see here. Um, now I do know that Surge Staffing, they do offer three different medical plans. Um, one of them just covers preventative healthcare services, that's \$16.80 per week. Preventative services are like physicals, diabetes screenings, vaccinations, stuff like that. Mm-hmm. And then they offer two other medical plans, the VIP Standard and the VIP Classic, which both 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. But those range from \$17.63 to \$19.53. Oh, uh, uh, I would be interested in the \$17, 17 something one. And you said that one covers doctors? Hospitals, doctors and medications. Yes, sir. Yes, yes. That, that would be the one I would want. Um... Okay, um, quick question. When did you start with Surge Staffing? Oh, I started with Surge Staffing last year because I worked at Root Candle. Mm-hmm. But I don't remember the exact date. I know I talked to Jen up there at Medina Surge. Okay. Did you start a new assignment here recently, like back in January? Oh, oh, yes, I did. I started new asi... Ben got me a new assignment at O'Grady up in Medina and, let's see, February. Yes, it was in January that I got a new assignment. Um... Okay, so I do know that you have 30 days from your first paycheck from the new assignment to be enrolled in the benefits, because that's considered your personal open enrollment period. Mm-hmm. Um, it is now March 6th, so we're outside of that personal open enrollment period. So unfortunately, I wouldn't be able to enroll you right now unless you experienced a qualified life event or if you were in Surge Staffing's next open enrollment period. Oh, so when is Surge's next open enrollment period then, um? Um, so Surge's next open enrollment, let me check on that for you. Let's just see. Okay. So it looks like they had their last open enrollment from August 12th to August 26th of 2024. So I'd presume sometime around that time this year. Wow. See, I don't have any insurance and, and, uh, I'm supposed to be on depression medicine and stuff and that, yeah, that's a bit... I'm gonna have to try to figure something else out because that's way too far out, um, so... I understand. Yeah, all right. Thank you so much, sir. Um... You're welcome. You have a great day, Mr. Wiggins, okay? Y- you too. Okay, bye-bye. 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: Uh, yes, sir. My name is Raven Wiggins and I work for the, uh, Medina Surge. And I was wondering about the insurance, how much would just medical be for one person?

Speaker speaker_0: Uh, let me check on that for you. So Surge Staffing, what's the last four of your social?

Speaker speaker_1: 7811.

Speaker speaker_0: And what was your first and last name again? I'm sorry.

Speaker speaker_1: Raven, R-A-B as in boy O-N Wiggins, W-I-G-G-I-N-S.

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

Speaker speaker_1: Yes, it is 1164 Rebecca Street, Wooster, Ohio 44691.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11/12/67.

Speaker speaker_0: And a good telephone number has 234-392-9916.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is wigginsray92@gmail?

Speaker speaker_1: Yes. Um...

Speaker speaker_0: Okay, so let's see here. Um, now I do know that Surge Staffing, they do offer three different medical plans. Um, one of them just covers preventative healthcare services, that's \$16.80 per week. Preventative services are like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then they offer two other medical plans, the VIP Standard and the VIP Classic, which both 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. But those range from \$17.63 to \$19.53.

Speaker speaker_1: Oh, uh, uh, I would be interested in the \$17, 17 something one. And you said that one covers doctors?

Speaker speaker_0: Hospitals, doctors and medications. Yes, sir.

Speaker speaker_1: Yes, yes. That, that would be the one I would want. Um...

Speaker speaker_0: Okay, um, quick question. When did you start with Surge Staffing?

Speaker speaker_1: Oh, I started with Surge Staffing last year because I worked at Root Candle.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But I don't remember the exact date. I know I talked to Jen up there at Medina Surge.

Speaker speaker_0: Okay. Did you start a new assignment here recently, like back in January?

Speaker speaker_1: Oh, oh, yes, I did. I started new asi... Ben got me a new assignment at O'Grady up in Medina and, let's see, February. Yes, it was in January that I got a new assignment. Um...

Speaker speaker_0: Okay, so I do know that you have 30 days from your first paycheck from the new assignment to be enrolled in the benefits, because that's considered your personal open enrollment period.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, it is now March 6th, so we're outside of that personal open enrollment period. So unfortunately, I wouldn't be able to enroll you right now unless you experienced a qualified life event or if you were in Surge Staffing's next open enrollment period.

Speaker speaker_1: Oh, so when is Surge's next open enrollment period then, um?

Speaker speaker_0: Um, so Surge's next open enrollment, let me check on that for you. Let's just see.

Speaker speaker_1: Okay.

Speaker speaker_0: So it looks like they had their last open enrollment from August 12th to August 26th of 2024. So I'd presume sometime around that time this year.

Speaker speaker_1: Wow. See, I don't have any insurance and, and, uh, I'm supposed to be on depression medicine and stuff and that, yeah, that's a bit... I'm gonna have to try to figure something else out because that's way too far out, um, so...

Speaker speaker_0: I understand.

Speaker speaker_1: Yeah, all right. Thank you so much, sir. Um...

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

Speaker speaker_1: Y- you too.

Speaker speaker_0: Okay, bye-bye.

Speaker speaker_1: Bye-bye.