

## Transcript: Justin

**Mills-5705056601686016-4521511992606720**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, how do you add my family to my, uh, my, my, uh, stuffs' insurance? Okay. What's the staffing agency you work for? Uh, Surge. And the last four of your Social? 7604. And your first and last name? Robert Perkins. And did you recently just start with Surge Staffing? Yes. Okay, 'cause there wasn't a finger file in our system just yet. So, in order for me to create the file in our system to op- enroll you into benefits, I need your full Social. Okay. You need it now? Yes, sir. All right. 404-45-7604. Okay. And you said Robert Perkins? Yep. Sure. And your home address, including city, state and ZIP code. Uh, 5034 Georgetown Road, Lot 24, Frankfort, Kentucky 40601. And your date of birth? 04/26/'93. Like a telephone number I have is 502-492-1300? Yep. And do you have a good email? Uh, yeah, I have an email. And what's that email? Uh, it is, uh, raptor, R-A-P-T-O-R, 7604 at Gmail. Gmail? Okay. And what did you wanna be enrolled into for employee plus family? Um, I just... I'm just trying to, uh, add my family to my, uh, to, uh, the insurance when I do start. Okay. Did you want the auto enrollment that Surge does? 'Cause that's the MEC TeleRx which just covers preventative services, so like physicals, diabetes screenings, vaccinations, stuff like that. And what else is there? Um, they have 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 just how much the insurance carrier pays to cover things. Hey, what do you think? Uh... You do a lot of visits with, uh, your, your current doctor, so I guess we're gonna need a lot more visits. All right, let's do the one that pays the more, pays the most. So the VIP Classic? . Okay. Uh, what was... VIP, VIP what and VIP... So the Standard and the Classic which both cover hospitals, doctors and medications. Um, the Standard for employee plus family is \$46.23 while the Classic is \$52.09 for employee plus family. All right. Okay, so the VIP Classic? Well, uh, I'm trying to figure out which one I would... which one, uh, would be best. My wife has a, uh, has a thing where she has to go visit a doctor at like every how- how often? Yeah, well, we're having to do this more than once every two weeks. Ev- she has to see a doctor every two weeks. So what do you think we should go with? That's just one question. Um, well, us at Benefits and a Card, we're not insurance agents, so we're not allowed to give recommendations. All we do know is that the MEC TeleRx covers preventative services only, so like physicals, diabetes screenings, vaccinations, stuff like that. While the VIP plans cover your hospital visits, doctor visits and medication coverage. All right. I, I guess we can go with the, uh, the cheaper of the two and we can, we can upgrade if we need to, right? Um, well, you have 30 days from your first paycheck to be enrolled in benefits 'cause that's considered your personal open enrollment period. So after your 30 days, you're kinda locked in. Um, I mean, you can cancel, but you can't make any upgrades. All right. Um, you just wanna go with the more... the higher one, honey? The \$52? Is that it'd cover all of us?

Yeah. Okay. I think we just need the \$52 one. Okay. So just medical. Anything else? Uh, dental and eye. Dental and vision? Yeah. Okay. And this was for employee plus family, correct? Yep. VIP Classic and vision for employee plus family would make your total deduction \$76.29 per week. Do you authorize Surge Staffing to make the deduction for you? Yes. Let me go ahead and add your dependents down. Your spouse's first name? Samantha Ausbrooks. Could you spell the last name for me? A-U-S-B-R-O-O-K-S. And do you have her Social? Uh, what's your Social, hon? 407- 407- 45- 45- 8428. 8428. And her date of birth? 09/29/93. Yeah, I know that one. And the child? Uh, there's two. I'm getting their Social. It is Matthew Perkins. Child's... child... and his Social whenever you have it. All right. Uh, Matthew's is nine... uh, it's 899-9289. And Matthew's date of birth? March 29th... 2022. ... '22. '22, okay. And the next child? Mer- Mariann, M-A-R-I... M-A-R- I-A-N-N. IANN. Yeah, there it is there. Uh... Perkins is his last name? Okay. Yes, Perkins, yeah. And her Social? 328-35-6311. And her date of birth? 11-20-24. Okay. Let's see here. Okay. 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 \$76.29 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Robert, is there anything else I can assist you with today? Uh... No, I think that's it. Okay. Well, thank you for calling Benefits and a Card and I hope you have a wonderful day, okay? All right. Thanks much. 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: Yeah, how do you add my family to my, uh, my, my, uh, stuffs' insurance?

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 7604.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Robert Perkins.

Speaker speaker\_0: And did you recently just start with Surge Staffing?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, 'cause there wasn't a finger file in our system just yet. So, in order for me to create the file in our system to op- enroll you into benefits, I need your full Social.

Speaker speaker\_1: Okay. You need it now?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right. 404-45-7604.

Speaker speaker\_0: Okay. And you said Robert Perkins?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Sure. And your home address, including city, state and ZIP code.

Speaker speaker\_1: Uh, 5034 Georgetown Road, Lot 24, Frankfort, Kentucky 40601.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 04/26/'93.

Speaker speaker\_0: Like a telephone number I have is 502-492-1300?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And do you have a good email?

Speaker speaker\_1: Uh, yeah, I have an email.

Speaker speaker\_0: And what's that email?

Speaker speaker\_1: Uh, it is, uh, raptor, R-A-P-T-O-R, 7604 at Gmail.

Speaker speaker\_0: Gmail? Okay. And what did you wanna be enrolled into for employee plus family?

Speaker speaker\_1: Um, I just... I'm just trying to, uh, add my family to my, uh, to, uh, the insurance when I do start.

Speaker speaker\_0: Okay. Did you want the auto enrollment that Surge does? 'Cause that's the MEC TeleRx which just covers preventative services, so like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker\_1: And what else is there?

Speaker speaker\_0: Um, they have 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 just how much the insurance carrier pays to cover things.

Speaker speaker\_1: Hey, what do you think? Uh... You do a lot of visits with, uh, your, your current doctor, so I guess we're gonna need a lot more visits. All right, let's do the one that pays the more, pays the most.

Speaker speaker\_0: So the VIP Classic? . Okay.

Speaker speaker\_1: Uh, what was... VIP, VIP what and VIP...

Speaker speaker\_0: So the Standard and the Classic which both cover hospitals, doctors and medications. Um, the Standard for employee plus family is \$46.23 while the Classic is \$52.09 for employee plus family.

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay, so the VIP Classic?

Speaker speaker\_1: Well, uh, I'm trying to figure out which one I would... which one, uh, would be best. My wife has a, uh, has a thing where she has to go visit a doctor at like every how-how often?

Speaker speaker\_2: Yeah, well, we're having to do this more than once every two weeks.

Speaker speaker\_1: Ev- she has to see a doctor every two weeks. So what do you think we should go with?

Speaker speaker\_2: That's just one question.

Speaker speaker\_0: Um, well, us at Benefits and a Card, we're not insurance agents, so we're not allowed to give recommendations. All we do know is that the MEC TeleRx covers preventative services only, so like physicals, diabetes screenings, vaccinations, stuff like that. While the VIP plans cover your hospital visits, doctor visits and medication coverage.

Speaker speaker\_1: All right. I, I guess we can go with the, uh, the cheaper of the two and we can, we can upgrade if we need to, right?

Speaker speaker\_0: Um, well, you have 30 days from your first paycheck to be enrolled in benefits 'cause that's considered your personal open enrollment period. So after your 30 days, you're kinda locked in. Um, I mean, you can cancel, but you can't make any upgrades.

Speaker speaker\_1: All right. Um, you just wanna go with the more... the higher one, honey? The \$52?

Speaker speaker\_2: Is that it'd cover all of us?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I think we just need the \$52 one.

Speaker speaker\_0: Okay. So just medical. Anything else?

Speaker speaker\_1: Uh, dental and eye.

Speaker speaker\_0: Dental and vision?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And this was for employee plus family, correct?

Speaker speaker\_1: Yep.

Speaker speaker\_0: VIP Classic and vision for employee plus family would make your total deduction \$76.29 per week. Do you authorize Surge Staffing to make the deduction for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Let me go ahead and add your dependents down. Your spouse's first name?

Speaker speaker\_1: Samantha Ausbrooks.

Speaker speaker\_0: Could you spell the last name for me?

Speaker speaker\_1: A-U-S-B-R-O-O-K-S.

Speaker speaker\_0: And do you have her Social?

Speaker speaker\_1: Uh, what's your Social, hon?

Speaker speaker\_2: 407-

Speaker speaker\_1: 407-

Speaker speaker\_2: 45-

Speaker speaker\_1: 45-

Speaker speaker\_2: 8428.

Speaker speaker\_1: 8428.

Speaker speaker\_0: And her date of birth?

Speaker speaker\_1: 09/29/'93.

Speaker speaker\_2: Yeah, I know that one.

Speaker speaker\_0: And the child?

Speaker speaker\_3: Uh, there's two. I'm getting their Social. It is Matthew Perkins.

Speaker speaker\_0: Child's... child... and his Social whenever you have it.

Speaker speaker\_3: All right. Uh, Matthew's is nine... uh, it's 899-9289.

Speaker speaker\_0: And Matthew's date of birth?

Speaker speaker\_3: March 29th...

Speaker speaker\_4: 2022.

Speaker speaker\_3: ... '22.

Speaker speaker\_0: '22, okay. And the next child?

Speaker speaker\_3: Mer- Mariann, M-A-R-I... M-A-R-

Speaker speaker\_4: I-A-N-N.

Speaker speaker\_3: IANN. Yeah, there it is there. Uh...

Speaker speaker\_0: Perkins is his last name? Okay.

Speaker speaker\_3: Yes, Perkins, yeah.

Speaker speaker\_0: And her Social?

Speaker speaker\_3: 328-35-6311.

Speaker speaker\_0: And her date of birth?

Speaker speaker\_3: 11-20-24.

Speaker speaker\_0: Okay. Let's see here. Okay. 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 \$76.29 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Robert, is there anything else I can assist you with today?

Speaker speaker\_3: Uh... No, I think that's it.

Speaker speaker\_0: Okay. Well, thank you for calling Benefits and a Card and I hope you have a wonderful day, okay?

Speaker speaker\_3: All right. Thanks much.

Speaker speaker\_0: All right. Bye-bye.