

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? Um, this is Terrence Poole. Um, I think I just enrolled in the Medicaid part. I wanted to add dental, too, to the plan that I got with, um, S- Surge Staffing that I'm working with, the company that I'm working with. Okay, so Surge Staffing, what's the last four of your Social, so I can pull your file for you? 1933. And what was your first and last name again? I'm sorry. Terrence Poole. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Terrence? Okay. H- for... 27 Piney Wood Drive, Wedowee, Alabama 36278. Looks like I have an address in Lafayette. Yeah, that's the old address. Will you confirm that for me? 496 3rd Street, Southeast, Alabama. I mean, Lafayette, Alabama 36278, I think. Okay. And what was the new address, so I can go ahead and update it for you? 27 Piney Wood Drive, Wedowee, Alabama 36278. Can you spell the city for me? W-E-D-O-W-E-E. All right. I think that's right. Hold on. Think that's right. Yeah, W- W-E-D-O-W-E-E. And the zip code one more time? 36278. Okay. And confirm your date of birth? May 2nd, 1990. And a good telephone number have as 334-652-9275? Yes, sir. And the email I have is youngpoole90@gmail.com? Yes, sir. Okay. Um, so quick question, when did you start with Surge Staffing? Um, April the 1st. April the 1st? Okay. Yes, the only reason why I ask that is 'cause I'm not seeing a recent hire date on you. Um, so to cover my tracks, I have to email my back office, have them do an eligibility review on you. And then once I do receive word back from my back office, I can give you a call back, letting you know their response. O- okay. Okay, so you, uh, but for now you wanted to add dental to your coverage. Is that correct? Yes, sir. Okay. Did you want anything else to the coverage, or- Um, do y'all offer, um, vision? Yeah, I can put you down for vision. Okay, I'll get that, too. Okay, so dental, vision. Anything else? And don't medical already come with it, or I got to add that, too? Um, so they auto-enroll their new hires into the MEC TeleRx, which covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. Um, that one's \$16.80. However, they do offer two other medical plans that cover hospitals, doctors and medications that range from \$17.63 to \$19.53. Okay. Well, say if I, like, I need to, uh... well, right now I need to go see a neurologist. Would that cover that, or would I have to put, like, a copay or something? Or something like that, to see my neurologist, or... Do it, do it, do that go down in that area, or... Um, well, I do know, like I said, the VIP plans cover your hospital visits, doctor visits and medication coverage. So if you did get one of those plans, you would have coverage for that visit. Okay. Okay. And how much that'll be? Um, those plans range from \$17.63 to \$19.53. Okay. Yes, sir, I get that. Okay, which one, the \$17 or the \$19 plan? Um, the 19. Okay. So what I'll go ahead and do, I'll reach out to my back office, have them confirm eligibility for you. Okay. And then once I do receive word back from my back office, and they do confirm that you are eligible, I'll go ahead and enroll you into those benefits. Okay, Terrence? All right, thank you. You're

welcome. Is there anything else I can assist you with today? Um, that'll be all. Awesome. Well, you have a wonderful day, okay? Y- you, too. All right, bye-bye. Mm-hmm. Yeah.

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: Um, this is Terrence Poole. Um, I think I just enrolled in the Medicaid part. I wanted to add dental, too, to the plan that I got with, um, S- Surge Staffing that I'm working with, the company that I'm working with.

Speaker speaker_0: Okay, so Surge Staffing, what's the last four of your Social, so I can pull your file for you?

Speaker speaker_1: 1933.

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

Speaker speaker_1: Terrence Poole.

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

Speaker speaker_1: Okay. H- for... 27 Piney Wood Drive, Wedowee, Alabama 36278.

Speaker speaker_0: Looks like I have an address in Lafayette.

Speaker speaker_1: Yeah, that's the old address.

Speaker speaker_0: Will you confirm that for me?

Speaker speaker_1: 496 3rd Street, Southeast, Alabama. I mean, Lafayette, Alabama 36278, I think.

Speaker speaker_0: Okay. And what was the new address, so I can go ahead and update it for you?

Speaker speaker_1: 27 Piney Wood Drive, Wedowee, Alabama 36278.

Speaker speaker_0: Can you spell the city for me?

Speaker speaker_1: W-E-D-O-W-E-E.

Speaker speaker_0: All right.

Speaker speaker_1: I think that's right. Hold on. Think that's right. Yeah, W- W-E-D-O-W-E-E.

Speaker speaker_0: And the zip code one more time?

Speaker speaker_1: 36278.

Speaker speaker_0: Okay. And confirm your date of birth?

Speaker speaker_1: May 2nd, 1990.

Speaker speaker_0: And a good telephone number have as 334-652-9275?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is youngpoole90@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so quick question, when did you start with Surge Staffing?

Speaker speaker_1: Um, April the 1st.

Speaker speaker_0: April the 1st? Okay. Yes, the only reason why I ask that is 'cause I'm not seeing a recent hire date on you. Um, so to cover my tracks, I have to email my back office, have them do an eligibility review on you. And then once I do receive word back from my back office, I can give you a call back, letting you know their response.

Speaker speaker_1: O- okay.

Speaker speaker_0: Okay, so you, uh, but for now you wanted to add dental to your coverage. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Did you want anything else to the coverage, or-

Speaker speaker_1: Um, do y'all offer, um, vision?

Speaker speaker_0: Yeah, I can put you down for vision.

Speaker speaker_1: Okay, I'll get that, too.

Speaker speaker_0: Okay, so dental, vision. Anything else?

Speaker speaker_1: And don't medical already come with it, or I got to add that, too?

Speaker speaker_0: Um, so they auto-enroll their new hires into the MEC TeleRx, which covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. Um, that one's \$16.80. However, they do offer two other medical plans that cover hospitals, doctors and medications that range from \$17.63 to \$19.53.

Speaker speaker_1: Okay. Well, say if I, like, I need to, uh... well, right now I need to go see a neurologist. Would that cover that, or would I have to put, like, a copay or something? Or something like that, to see my neurologist, or... Do it, do it, do that go down in that area, or...

Speaker speaker_0: Um, well, I do know, like I said, the VIP plans cover your hospital visits, doctor visits and medication coverage. So if you did get one of those plans, you would have coverage for that visit.

Speaker speaker_1: Okay. Okay. And how much that'll be?

Speaker speaker_0: Um, those plans range from \$17.63 to \$19.53.

Speaker speaker_1: Okay. Yes, sir, I get that.

Speaker speaker_0: Okay, which one, the \$17 or the \$19 plan?

Speaker speaker_1: Um, the 19.

Speaker speaker_0: Okay. So what I'll go ahead and do, I'll reach out to my back office, have them confirm eligibility for you.

Speaker speaker_1: Okay.

Speaker speaker_0: And then once I do receive word back from my back office, and they do confirm that you are eligible, I'll go ahead and enroll you into those benefits. Okay, Terrence?

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_1: Um, that'll be all.

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

Speaker speaker_1: Y- you, too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Mm-hmm. Yeah.