

Transcript: Justin

Mills-6039030730539008-6601271561371648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Justin, how can I help you today? Um, yeah, I haven't got my, uh, my insurance card in the mail, and I was try- seeing if there, I can get a number or whatever it is I need so they can look up and see that I have insurance. Yeah, let me check on that for you. What's the staffing agency you work for? Uh, Surge. And the last four of your Social? 1103. And what were your first and last name? Christian Schuler. Okay. And for security purposes, can you verify the home address including city, state and zip code, Christian? 363 Wall Street, Austin, Indiana. What's the zip code? 47102. And confirm your date of birth? May 20th, '96. And a good telephone number I have is- Can you pass the phone, please? A good telephone number I have is 812-530-1226. Uh, what is it, sir? A good telephone number I have is 812-530-1226. Yeah. And the email I have is aschuler96 at gmail. Yeah. Okay, so looking at the file, it looks like you're in a pending request then for enrollment, so it looks like you should be experiencing deductions sometime this week, for you to become active around next week. Um, so unfortunately policy information hasn't been generated because you're in a pending request then for enrollment. Okay, but you said it should go through this week? Correct. And then I'll be able to use it next week? Well, you become active if... Once Surge Staffing sends over that deduction, you'll become active and cards will be issued out from there. So if anything, wait for Surge Staffing to send over deductions. Okay. Thank you. Is there anything else I can help you out with today, Christian? Um, no, I think that's it. Okay. Um, oh yeah, actually, with that kind of insurance can you tell me, uh, what it covers and what it don't? Like if I needed something done, could I ask you and you tell me if it's covered? Uh, well the MEC TeleRX covers preventative healthcare services as well as a subscription to FreeRX which gives out free or discounted prescription coverage. However, preventative healthcare services, meaning like your physical exams, diabetes screenings, vaccinations, STD checks, pretty much things that generally make you stay healthy. Oh, I thought this was dental insurance. No sir, it's the automatic enrollment that Surge Staffing did to all of their employees. Oh, I, I, I don't understand. This the number they gave me for dental. Um, how do I, how would I find out what number to call for dental insurance? Uh, no this is the number for the benefits offered through Surge Staffing. However, looking at your file, you're actually outside of the personal open enrollment period, so your 30 days is already up, so that's why they are automatically enrolled you into that medical plan. So I do have the insurance? So you have the automatic enrollment that they do to all of their employees, but you don't have dental because you're outside of your personal open enrollment period which is 30 days from your first paycheck. I don't know what that means. Like I ain't, it ain't been long enough? Meaning that it's been 30 days since you've received your first paycheck, so after those 30 days they automatically enroll their new hires into that medical plan. Looking at the file, they've

automatically enrolled you into that medical plan because it's been 30 days. So as of right now, we wouldn't be able to add dental because you're outside of your personal open enrollment period. Okay. Thank you. You're welcome. You have a great day, Christian, okay?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Justin, how can I help you today?

Speaker speaker_2: Um, yeah, I haven't got my, uh, my insurance card in the mail, and I was try- seeing if there, I can get a number or whatever it is I need so they can look up and see that I have insurance.

Speaker speaker_1: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1103.

Speaker speaker_1: And what were your first and last name?

Speaker speaker_2: Christian Schuler.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address including city, state and zip code, Christian?

Speaker speaker_2: 363 Wall Street, Austin, Indiana. What's the zip code? 47102.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: May 20th, '96.

Speaker speaker_1: And a good telephone number I have is-

Speaker speaker_2: Can you pass the phone, please?

Speaker speaker_1: A good telephone number I have is 812-530-1226.

Speaker speaker_2: Uh, what is it, sir?

Speaker speaker_1: A good telephone number I have is 812-530-1226.

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is aschuler96 at gmail.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so looking at the file, it looks like you're in a pending request then for enrollment, so it looks like you should be experiencing deductions sometime this week, for you to become active around next week. Um, so unfortunately policy information hasn't been generated because you're in a pending request then for enrollment.

Speaker speaker_2: Okay, but you said it should go through this week?

Speaker speaker_1: Correct.

Speaker speaker_2: And then I'll be able to use it next week?

Speaker speaker_1: Well, you become active if... Once Surge Staffing sends over that deduction, you'll become active and cards will be issued out from there. So if anything, wait for Surge Staffing to send over deductions.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Is there anything else I can help you out with today, Christian?

Speaker speaker_2: Um, no, I think that's it.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, oh yeah, actually, with that kind of insurance can you tell me, uh, what it covers and what it don't? Like if I needed something done, could I ask you and you tell me if it's covered?

Speaker speaker_1: Uh, well the MEC TeleRX covers preventative healthcare services as well as a subscription to FreeRX which gives out free or discounted prescription coverage. However, preventative healthcare services, meaning like your physical exams, diabetes screenings, vaccinations, STD checks, pretty much things that generally make you stay healthy.

Speaker speaker_2: Oh, I thought this was dental insurance.

Speaker speaker_1: No sir, it's the automatic enrollment that Surge Staffing did to all of their employees.

Speaker speaker_2: Oh, I, I, I don't understand. This the number they gave me for dental. Um, how do I, how would I find out what number to call for dental insurance?

Speaker speaker_1: Uh, no this is the number for the benefits offered through Surge Staffing. However, looking at your file, you're actually outside of the personal open enrollment period, so your 30 days is already up, so that's why they are automatically enrolled you into that medical plan.

Speaker speaker_2: So I do have the insurance?

Speaker speaker_1: So you have the automatic enrollment that they do to all of their employees, but you don't have dental because you're outside of your personal open enrollment period which is 30 days from your first paycheck.

Speaker speaker_2: I don't know what that means. Like I ain't, it ain't been long enough?

Speaker speaker_1: Meaning that it's been 30 days since you've received your first paycheck, so after those 30 days they automatically enroll their new hires into that medical plan. Looking at the file, they've automatically enrolled you into that medical plan because it's been 30 days. So as of right now, we wouldn't be able to add dental because you're outside of your personal open enrollment period.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. You have a great day, Christian, okay?