

Transcript: Justin

Mills-6441449263513600-5739973360795648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Justin. How can I help you today? Hello, yes. Um, I've been trying to get in contact with Benefit in a Card for literally since like December 10th or whatever. I, I done left voicemails and everything. Um, I haven't got a card sent out yet for my ID. I just, uh, really, I've been having doctor's appointments and stuff, and I've been giving them my Benefits of a Card or whatever, but it's showing inactive or whatever. So I was just trying to see, like, if I'm getting took out of in my, um, pay stub and everything. So I was just calling to see if I can get a, my ID number or something, and some cards mailed out or something. I haven't yet, and I'm coming out of copays and it's really ridiculous. Totally understand. Uh, what's the staffing agency you work for? I work for Surge. And the last four of your Social? 60101. And what was your first and last name? My first name is Tatiana and my last name is Mullins. And for security purposes, can you verify your home address, including city, state and zip code? 745 Titus Bur- oh wait, 745 Ferry Road, Titusburg, Alabama 35044. And confirm your date of birth. 06/14/02. And a good telephone number have is 205-826-3152. Yes, sir. And the email I have is tatianamullins@gmail? Yes, sir. Okay, so looking at the file, it looks like you're in a pending request sent for enrollment. So it looks like Surge should be deducting this week for you to become active next week. Um, they saying it's been active for weeks now. Uh, not in our system. Um, you may- Yes, but- ... 'cause the hire date that we received was December 12th, and they enroll all of their new hires into that medical plan 30 days after. So if anything, you got enrolled yesterday. That's why they gave me this number. Okay. Um... So, I got enrolled yesterday, but I don't understand. It's been, it's been gettooken out of my account since the 11th, or since the 12th. Uh, well, looking at the file, I'm not seeing any deductions received. The only deduction that will be received is for when they make the deduction this week for you to become active next week. You may have been confused with taxes, other deductions possibly. Um, if you don't mind me asking, how much is that deduction that's coming off your check? Um, the last time I looked at my pay stub, I think it was like... I remember seeing something like life h- health like... I, I can't remember if it was \$9 or \$10. I can't remember. Okay. I had three things up. Well, the medical plan that Surge auto-enrolls their new hires into is \$15.16. Yeah, I think I'm getting that confused. But, so I don't have insurance yet, basically? Correct, because they just auto-enrolled you. Like I said, they should have deductions this week for you to become active on next week, the 20th. All right, thank you. You're welcome. You have a great day, Tatiana. Okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Justin. How can I help you today?

Speaker speaker_2: Hello, yes. Um, I've been trying to get in contact with Benefit in a Card for literally since like December 10th or whatever. I, I done left voicemails and everything. Um, I haven't got a card sent out yet for my ID. I just, uh, really, I've been having doctor's appointments and stuff, and I've been giving them my Benefits of a Card or whatever, but it's showing inactive or whatever. So I was just trying to see, like, if I'm getting took out of in my, um, pay stub and everything. So I was just calling to see if I can get a, my ID number or something, and some cards mailed out or something. I haven't yet, and I'm coming out of copays and it's really ridiculous.

Speaker speaker_1: Totally understand. Uh, what's the staffing agency you work for?

Speaker speaker_2: I work for Surge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 60101.

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

Speaker speaker_2: My first name is Tatiana and my last name is Mullins.

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

Speaker speaker_2: 745 Titus Bur- oh wait, 745 Ferry Road, Titusburg, Alabama 35044.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 06/14/02.

Speaker speaker_1: And a good telephone number have is 205-826-3152.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is tatianamullins@gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so looking at the file, it looks like you're in a pending request sent for enrollment. So it looks like Surge should be deducting this week for you to become active next week.

Speaker speaker_2: Um, they saying it's been active for weeks now.

Speaker speaker_1: Uh, not in our system. Um, you may-

Speaker speaker_2: Yes, but-

Speaker speaker_1: ... 'cause the hire date that we received was December 12th, and they enroll all of their new hires into that medical plan 30 days after. So if anything, you got enrolled yesterday.

Speaker speaker_2: That's why they gave me this number. Okay. Um... So, I got enrolled yesterday, but I don't understand. It's been, it's been gettooken out of my account since the 11th, or since the 12th.

Speaker speaker_1: Uh, well, looking at the file, I'm not seeing any deductions received. The only deduction that will be received is for when they make the deduction this week for you to become active next week. You may have been confused with taxes, other deductions possibly. Um, if you don't mind me asking, how much is that deduction that's coming off your check?

Speaker speaker_2: Um, the last time I looked at my pay stub, I think it was like... I remember seeing something like life h- health like... I, I can't remember if it was \$9 or \$10. I can't remember.

Speaker speaker_1: Okay.

Speaker speaker_2: I had three things up.

Speaker speaker_1: Well, the medical plan that Surge auto-enrolls their new hires into is \$15.16.

Speaker speaker_2: Yeah, I think I'm getting that confused. But, so I don't have insurance yet, basically?

Speaker speaker_1: Correct, because they just auto-enrolled you. Like I said, they should have deductions this week for you to become active on next week, the 20th.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You're welcome. You have a great day, Tatiana. Okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.