

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, how you doing, Malcolm? Um, I was wanting to ask a quick question about the insurance that I got through Surge from you guys. Mm-hmm. Um, d- do that cover like, um, dent- like, uh, dental, um, insurance or no? So did you get... You got auto-enrolled or did you pick your own options? Well, I got auto-enrolled. Okay. So the auto-enrollment plan, that is a well... That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care s- coverages. There's not in- Dental is not included in that. But you can... They do offer you dentals insurance. They offer dental but, do I gotta go on there and try to change my plan or something? I can do it over the phone with you or you can do it yourself. Uh, how would I do it myself? You would just go to mybiac.com/surge. Hold on. Hold on. Hold on. Let me, um... Let me type that in a little. Hold up. Okay. You said, my what? B as in boy. Mm-hmm. I as in igloo. A as in apple. C as in Charlie. Mm-hmm. Dot-com/surge. Dot-com, what else? Forward/surge staffing. Forward/surge... I saw... I got M-Y-B-I-A-c-dot-com/surge- Staffing. Oh, surge staffing. Mm-hmm. Okay. Um, I don't see it though. Let me see. Um, so... Hold on. So M-A-Y-b-i-a-c.com/... Forward is, is, is with com, right? Like... After... So after dot-com, it's /surgestaffing. Surge staffing. Right. That's what I wanna ask. Why it's not coming up though, um... All right. Okay, I got it. I'll try to just pull it up though. But thank you so much though. If anything, I'll give you guys a call back. I'd say if you wanted to make changes, you can always give us a call and we can do it over the phone as well. Yeah, how much more is it with the... To add the dental? Uh, I would have to pull up Surge. Give me one moment. Mm-hmm. So dental will be \$4.17. Oh, yeah, you can add it. I can add it and I... They'll be taking that out my ch- out my, out my... 'Cause you are connected with Surge, so I'm sure you know like how, how it goes, like what they're taking out my, my check. Right. So are you wanting to, are you wanting to do it over the phone, sir? If so, I'm a have to pull up your account or did you want to do it yourself? Um, say again? You can... We could do it o- you could do it over the phone. Okay. What is your name? And would you guys have the... Y'all would have to send me, uh, y'all would have to send me a new... Well, well, I already got my insurance or my health insurance. Y'all have to send me a new card for like the dental? Say that again? I said would y'all be... Would I be able to use the same card after I've, after, um, u-update the plan or you guys will send me a whole new card for my dental? Your dental... You shou- if you're not enrolling in the dental, you wouldn't have a dental card yet. Oh, so you guys will have to send me a n- Okay, um, now but I gotta pay... Do I gotta pay anything now or it'll just be currently coming out of my paycheck? It automatically come out of your paycheck. What's the last four of your social? Okay, 8450. First name? Roy, R-O-Y. Last name? Gilbert, G-I-L-B-E-R-T. And for security purposes, can you verify your address and

date of birth for me? Uh, 1545 Logan Lane, McDonough, Georgia, 30252. My date of birth is, um, 4-29-1986. And you see we got your phone number at 395-2206? Yes. And I think your email is roy_gilbert@yahoo.com? Yes. All right. So before I can make that change to your account, I'm a have to do an eligibility review, because you had multiple hire dates in the system and it won't allow me to g- get you enrolled in these plans without doing an eligibility review. Okay. Now how does that work? So I just send an email to the back office and then they review your account to see when your original hire date was, because you had multiple hire dates in the system and then once they de- determine, they let us know if you're eligible or not. All right. And how... Would you, would you guys give me call back or? Yes, sir. Once we receive the information, I will give you a call back and let you know if you're eligible or not. Okay. All right. Well, was there anything else we can help you with today, Mr. Roy? No. Oh, you said, oh, you don't gotta ask no further questions. I thought you Oh, so you gotta, um... Okay. Well, yeah, no, there's nothing else. That, that was, that was really it. Uh, that was really it. The, I guess, we'll see if I'm eligible and just give me a call back. All right. Yeah, if there's nothing else, Mr. Roy, that's, uh... Would you be able to s- No, go ahead. Would you be able to s- uh, would you be able to send me a, uh, email if, if I am, um, eligible? Like, will, will everything go through and would you just send me a email or something? Just let me... Wait, could you verify your address and date of birth for me? Uh, 1545 Logan Lane, in McDonough, Georgia, and 4-29-1986. Thank you. Is a good phone number, 395-2206, a good phone number to reach you at? Yes. Then we're good. Yeah. Okay. Now, would this number pop up- Yeah, we didn't have any problems. Would this number pop up when you guys call me? Yes, sir. Oh, okay. All right. Thank you so much, man. Have a good day. You too, man. Thank you. All right.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, how you doing, Malcolm? Um, I was wanting to ask a quick question about the insurance that I got through Surge from you guys.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, d- do that cover like, um, dent- like, uh, dental, um, insurance or no?

Speaker speaker_1: So did you get... You got auto-enrolled or did you pick your own options?

Speaker speaker_2: Well, I got auto-enrolled.

Speaker speaker_1: Okay. So the auto-enrollment plan, that is a well... That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care s- coverages. There's not in- Dental is not included in that. But you can... They do offer you dentals insurance.

Speaker speaker_2: They offer dental but, do I gotta go on there and try to change my plan or something?

Speaker speaker_1: I can do it over the phone with you or you can do it yourself.

Speaker speaker_2: Uh, how would I do it myself?

Speaker speaker_1: You would just go to mybiac.com/surge.

Speaker speaker_2: Hold on. Hold on. Hold on. Let me, um... Let me type that in a little. Hold up.

Speaker speaker_1: Okay.

Speaker speaker_2: You said, my what?

Speaker speaker_1: B as in boy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I as in igloo. A as in apple. C as in Charlie.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Dot-com/surge.

Speaker speaker_2: Dot-com, what else?

Speaker speaker_1: Forward/surge staffing.

Speaker speaker_2: Forward/surge... I saw... I got M-Y-B-I-A-c-dot-com/surge-

Speaker speaker_1: Staffing.

Speaker speaker_2: Oh, surge staffing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Um, I don't see it though. Let me see. Um, so... Hold on. So M-A-Y-b-i-a-c.com/... Forward is, is, is with com, right? Like...

Speaker speaker_1: After... So after dot-com, it's /surgestaffing.

Speaker speaker_2: Surge staffing. Right. That's what I wanna ask. Why it's not coming up though, um... All right. Okay, I got it. I'll try to just pull it up though. But thank you so much though. If anything, I'll give you guys a call back.

Speaker speaker_1: I'd say if you wanted to make changes, you can always give us a call and we can do it over the phone as well.

Speaker speaker_2: Yeah, how much more is it with the... To add the dental?

Speaker speaker_1: Uh, I would have to pull up Surge. Give me one moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So dental will be \$4.17.

Speaker speaker_2: Oh, yeah, you can add it. I can add it and I... They'll be taking that out my ch- out my, out my... 'Cause you are connected with Surge, so I'm sure you know like how, how it goes, like what they're taking out my, my check.

Speaker speaker_1: Right. So are you wanting to, are you wanting to do it over the phone, sir? If so, I'm a have to pull up your account or did you want to do it yourself?

Speaker speaker_2: Um, say again? You can... We could do it o- you could do it over the phone.

Speaker speaker_1: Okay. What is your name?

Speaker speaker_2: And would you guys have the... Y'all would have to send me, uh, y'all would have to send me a new... Well, well, I already got my insurance or my health insurance. Y'all have to send me a new card for like the dental?

Speaker speaker_1: Say that again?

Speaker speaker_2: I said would y'all be... Would I be able to use the same card after I've, after, um, u-update the plan or you guys will send me a whole new card for my dental?

Speaker speaker_1: Your dental... You shou- if you're not enrolling in the dental, you wouldn't have a dental card yet.

Speaker speaker_2: Oh, so you guys will have to send me a n- Okay, um, now but I gotta pay... Do I gotta pay anything now or it'll just be currently coming out of my paycheck?

Speaker speaker_1: It automatically come out of your paycheck. What's the last four of your social?

Speaker speaker_2: Okay, 8450.

Speaker speaker_1: First name?

Speaker speaker_2: Roy, R-O-Y.

Speaker speaker_1: Last name?

Speaker speaker_2: Gilbert, G-I-L-B-E-R-T.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 1545 Logan Lane, McDonough, Georgia, 30252. My date of birth is, um, 4-29-1986.

Speaker speaker_1: And you see we got your phone number at 395-2206?

Speaker speaker_2: Yes.

Speaker speaker_1: And I think your email is roy_gilbert@yaho.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So before I can make that change to your account, I'm a have to do an eligibility review, because you had multiple hire dates in the system and it won't allow me to g- get you enrolled in these plans without doing an eligibility review.

Speaker speaker_2: Okay. Now how does that work?

Speaker speaker_1: So I just send an email to the back office and then they review your account to see when your original hire date was, because you had multiple hire dates in the system and then once they de- determine, they let us know if you're eligible or not.

Speaker speaker_2: All right. And how... Would you, would you guys give me call back or?

Speaker speaker_1: Yes, sir. Once we receive the information, I will give you a call back and let you know if you're eligible or not.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, was there anything else we can help you with today, Mr. Roy?

Speaker speaker_2: No. Oh, you said, oh, you don't gotta ask no further questions. I thought you Oh, so you gotta, um... Okay. Well, yeah, no, there's nothing else. That, that was, that was really it. Uh, that was really it. The, I guess, we'll see if I'm eligible and just give me a call back.

Speaker speaker_1: All right. Yeah, if there's nothing else, Mr. Roy, that's, uh...

Speaker speaker_2: Would you be able to s-

Speaker speaker_1: No, go ahead.

Speaker speaker_2: Would you be able to s- uh, would you be able to send me a, uh, email if, if I am, um, eligible? Like, will, will everything go through and would you just send me a email or something? Just let me...

Speaker speaker_1: Wait, could you verify your address and date of birth for me?

Speaker speaker_2: Uh, 1545 Logan Lane, in McDonough, Georgia, and 4-29-1986.

Speaker speaker_1: Thank you. Is a good phone number, 395-2206, a good phone number to reach you at?

Speaker speaker_2: Yes.

Speaker speaker_1: Then we're good. Yeah. Okay.

Speaker speaker_2: Now, would this number pop up-

Speaker speaker_1: Yeah, we didn't have any problems.

Speaker speaker_2: Would this number pop up when you guys call me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh, okay. All right. Thank you so much, man. Have a good day.

Speaker speaker_1: You too, man. Thank you.

Speaker speaker_2: All right.