

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, I can just barely hear your voice. Um, yes. I was calling about- Okay. ... Benefits in a Card. Hello? Okay. Yes, I'm listening. Okay. Um, okay. I have some issues with this Benefits on a Card. I tried to get, um, prescriptions filled and that wasn't possible. Today, I went to a medical appointment that was necessary and that wasn't even covered. And I don't know why I'm paying all this money out for a f- uh, med- um, insurance that I can't use. So, I'm not sure what all you people cover and what you don't cover. You send no information. All you send is a card. That's it. And- And who- ... some answers. Okay. And who do you work for? I'm sorry? Hello? Who do you work for? Who do you work for, ma'am? I work for Surge. Okay. May I have the last four digits of your social? 3428. 4-2-... 428. 3428. Can you... Your first and last name? Rhonda, R-H-O-N-D-A, Whipkey, W-H-I-P-K-E-Y. Birthdate, 11/22/1960. You need my address? Yes, ma'am, but I haven't found your file yet. Okay. I'm looking for it. Give me one second. Let me... One more second, I'm trying... Ah. I know, slow as system. Okay. All right, Ms. Whipkey. Now I need you to verify your address for me, please. 203 Fair Street, F-A-I-R Street, and that's Orrville, O-R-R-V-I-L-L-E, Ohio 44667. Thank you for the information. We have the telephone number on file, 330-988-0030. Yes. Okay. So you have two different medical plans, which is the VIP Classic and the Stay Healthy. Um... Okay. I have the highest coverage of the plans that was offered to me, and I also have dental, which I've never gotten the card for that one yet. I would... Never received any information about the card or what you cover or don't cover or anything like that, in-network and who isn't. Okay. So, the ID card, you should be receiving them sometimes this week because it does take seven to 10 business days for them to arrive. I've been at my job for a month and a half now. Yes, but your benefits became effective on the 5th of May. Yeah. That's what I'm saying. I should have been already in the system before that, but- But the benefits, even if you're in the system- Uh-huh. ... nothing gets generated until the benefits are active. Right. That's exactly what I'm saying. They should have already had it active when I started. Mm-mm. No, ma'am. That's not how it works. It takes about- This is not my first time. Excuse me? This is not my first time of working through Surge. I... But like I said, when you get, um, get the job and you fill out all your paperwork, the benefits doesn't start right there the first week you start working. It takes about three to four weeks for them to- ... kick in after we receive the first premium from them. And then that's when, um, everything starts generated in the system. Mm-hmm. Now, I could go ahead and email you copies of the ID cards if you would like me to do so, for the dental and the other ones- Yeah. ... that you haven't received, because one of your medical card, it... They do not send physical cards. They will send it to your email. Okay. Well, the lady that I talked to before was supposed to have been done that and that never happened. She said it would be coming in the mail. That never happened. She said she'd send me some email. That

never happened. So, hopefully you can do what needs to be done because I'm getting very frustrated with this whole system. And I'm about ready to just say "To hell with it" and just for... I- ... stop taking money out of my money. Okay. So on the 13th, that's when you gave us a call last week? And it, um, I'm not sure if she- Yep. ... the person that you spoke to said it, didn't say that they take seven to ten days for those ID cards to arrive? Nothing has been said about that. Yeah. She did request it, but it does take that time because it's not us to send it out. It's the actual carrier. Okay. Well, can you just send me the information that I need? What you said you'd send me? Okay. What I could send you is the ID card to your email. Just bear with me. Okay. Wait one second. I'm gonna put you in a brief while generating information, ma'am. Okay. Thank you. Ma'am? Yes. Thank you for holding. So, I was able to send you one of your medical cards and your vision. Now the, the dental, I will have to reach out to the carrier, because they do not have it available to us. Um, is there a specific time to call you back? Well, I leave for work at two o'clock every day, so, um, if you can't reach me today before two o'clock, then, um, you can reach me tomorrow before two o'clock. Definitely, I will do so. I'll get here at 11 o'clock in the morning, which is enough time to reach out to you. Yeah, well, th- Um, if anything... If I'm able to get them today- Okay. ... I will go ahead and email it to you. Okay. And I'll give you a call tomorrow, just to verify that you received it. Okay. All right. All right. Thank you. Anything else I could... No problem. Anything else I could do for you before you go? No, I don't think so. Thank you. All right. Have a good day. Thank you. Bye-bye. Have a good rest of the day. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, I can just barely hear your voice. Um, yes. I was calling about-

Speaker speaker_0: Okay.

Speaker speaker_1: ... Benefits in a Card. Hello?

Speaker speaker_0: Okay. Yes, I'm listening.

Speaker speaker_1: Okay. Um, okay. I have some issues with this Benefits on a Card. I tried to get, um, prescriptions filled and that wasn't possible. Today, I went to a medical appointment that was necessary and that wasn't even covered. And I don't know why I'm paying all this money out for a f- uh, med- um, insurance that I can't use. So, I'm not sure what all you people cover and what you don't cover. You send no information. All you send is a card. That's it. And-

Speaker speaker_0: And who-

Speaker speaker_1: ... some answers.

Speaker speaker_0: Okay. And who do you work for?

Speaker speaker_1: I'm sorry? Hello?

Speaker speaker_0: Who do you work for? Who do you work for, ma'am?

Speaker speaker_1: I work for Surge.

Speaker speaker_0: Okay. May I have the last four digits of your social?

Speaker speaker_1: 3428.

Speaker speaker_0: 4-2-... 428.

Speaker speaker_1: 3428.

Speaker speaker_0: Can you... Your first and last name?

Speaker speaker_1: Rhonda, R-H-O-N-D-A, Whipkey, W-H-I-P-K-E-Y. Birthdate, 11/22/1960. You need my address?

Speaker speaker_0: Yes, ma'am, but I haven't found your file yet.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm looking for it. Give me one second. Let me... One more second, I'm trying... Ah. I know, slow as system. Okay. All right, Ms. Whipkey. Now I need you to verify your address for me, please.

Speaker speaker_1: 203 Fair Street, F-A-I-R Street, and that's Orrville, O-R-R-V-I-L-L-E, Ohio 44667.

Speaker speaker_0: Thank you for the information. We have the telephone number on file, 330-988-0030.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you have two different medical plans, which is the VIP Classic and the Stay Healthy. Um...

Speaker speaker_1: Okay. I have the highest coverage of the plans that was offered to me, and I also have dental, which I've never gotten the card for that one yet. I would... Never received any information about the card or what you cover or don't cover or anything like that, in-network and who isn't.

Speaker speaker_0: Okay. So, the ID card, you should be receiving them sometimes this week because it does take seven to 10 business days for them to arrive.

Speaker speaker_1: I've been at my job for a month and a half now.

Speaker speaker_0: Yes, but your benefits became effective on the 5th of May.

Speaker speaker_1: Yeah. That's what I'm saying. I should have been already in the system before that, but-

Speaker speaker_0: But the benefits, even if you're in the system-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... nothing gets generated until the benefits are active.

Speaker speaker_1: Right. That's exactly what I'm saying. They should have already had it active when I started.

Speaker speaker_0: Mm-mm. No, ma'am. That's not how it works. It takes about-

Speaker speaker_1: This is not my first time.

Speaker speaker_0: Excuse me?

Speaker speaker_1: This is not my first time of working through Surge.

Speaker speaker_0: I... But like I said, when you get, um, get the job and you fill out all your paperwork, the benefits doesn't start right there the first week you start working. It takes about three to four weeks for them to- ... kick in after we receive the first premium from them. And then that's when, um, everything starts generated in the system.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Now, I could go ahead and email you copies of the ID cards if you would like me to do so, for the dental and the other ones-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that you haven't received, because one of your medical card, it... They do not send physical cards. They will send it to your email.

Speaker speaker_1: Okay. Well, the lady that I talked to before was supposed to have been done that and that never happened. She said it would be coming in the mail. That never happened. She said she'd send me some email. That never happened. So, hopefully you can do what needs to be done because I'm getting very frustrated with this whole system. And I'm about ready to just say "To hell with it" and just for...

Speaker speaker_0: I-

Speaker speaker_1: ... stop taking money out of my money.

Speaker speaker_0: Okay. So on the 13th, that's when you gave us a call last week? And it, um, I'm not sure if she-

Speaker speaker_1: Yep.

Speaker speaker_0: ... the person that you spoke to said it, didn't say that they take seven to ten days for those ID cards to arrive?

Speaker speaker_1: Nothing has been said about that.

Speaker speaker_0: Yeah. She did request it, but it does take that time because it's not us to send it out. It's the actual carrier.

Speaker speaker_1: Okay. Well, can you just send me the information that I need? What you said you'd send me?

Speaker speaker_0: Okay. What I could send you is the ID card to your email. Just bear with me.

Speaker speaker_1: Okay.

Speaker speaker_0: Wait one second. I'm gonna put you in a brief while generating information, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. So, I was able to send you one of your medical cards and your vision. Now the, the dental, I will have to reach out to the carrier, because they do not have it available to us. Um, is there a specific time to call you back?

Speaker speaker_1: Well, I leave for work at two o'clock every day, so, um, if you can't reach me today before two o'clock, then, um, you can reach me tomorrow before two o'clock.

Speaker speaker_0: Definitely, I will do so. I'll get here at 11 o'clock in the morning, which is enough time to reach out to you.

Speaker speaker_1: Yeah, well, th-

Speaker speaker_0: Um, if anything... If I'm able to get them today-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I will go ahead and email it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'll give you a call tomorrow, just to verify that you received it.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: Anything else I could... No problem. Anything else I could do for you before you go?

Speaker speaker_1: No, I don't think so. Thank you.

Speaker speaker_0: All right.

Speaker speaker_1: Have a good day.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Have a good rest of the day. Bye.