

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Johnny. I see you guys was calling me, send me a message about job that I applied. So you said call you back. I call you back on that number. Um, we're not part of the staffing agency. We do the healthcare for staffing agencies. Do you know what the message said? Uh, it was for Surge, saying, "Congrats on your job with Surge. You will be also enrolled in MEC Tele-RX within 30 days. Call BIC at 1-800-497-4856 to make change before your windows close." Okay. So that's just talking about the healthcare, so it has an auto-enrollment program. Um, if you don't call within 30 days of receiving your first paycheck to enroll in some healthcare that you like or decline the coverage, they automatically enroll you. Um, but that's only when you're working with them. If you want to ca- if you want to know about a job that you applied for, you would have to call them directly. Oh, okay. So this one here, it's for, like, the job that... I mean, assurance, stuff like that? Yes. So, okay, so I call you guys. Can we please get into it? Yep. As soon as... Just, um, as you start working, excuse me, you start working with them, just give us a call and we'll be able to enroll you in coverage. I mean, I work, uh, they give me... Basically, I can say I work for this company, but I was just apply for another position, but I'm still working for them. Okay, what are the last four digits of your social? 0522. Okay. And your address and date of birth? Um, May 29, 1997. Okay. Oh. And your address, address? I give this address, but, uh, 1628, uh, Shenley Drive. Uh, Shenley Drive, the ZIP code is 432244, I guess. Okay. And what's the city and state? Oh, Columbus, Ohio. Okay. Is there an apartment number? Four. Okay. And I have your phone number at 786-834-0685? 0635. Yes, ma'am. And I have your email address as bizarjony23@gmail.com? Yes, ma'am. All righty. So you are eligible to enroll in coverage. Do you know what you're looking for today? If I know what I'm looking for today? Yes. Do you know what coverage you're wanting to enroll in? No. If you can help me, that would be good, please. Okay, so Surge offers medical, dental, um, short-term disability. They offer FreeRx, virtual primary care. They offer life insurance. I mean, they offer group accident vision, MEC TeleRx, which is preventative health, and they offer behavioral and mental health. Okay. We're just gonna leave behind mental health and, uh, life assurance. We don't need those two. Okay. And you're gonna, um, sign up for the rest? Yeah. But, uh, i- is it a price that I have to pay or something? Yes. The price depends on how many plans you choose and who you want to cover, and it's something that they take from your check every week. Hmm. Okay, okay. So how much will it be? Like, let's say I have a car accident or something. Um, it just depends. The, the... Give me one second. There's two VIP plans, the VIP Standard and the VIP Classic. Um, as far as confinement to a hospital, they both cover \$50 a day for 30 days. For admission, they both cover, excuse me, \$500 a day for one day. Um, for surgery in a

hospital, the VIP Standard covers \$250 a day for one day a year, and the Classic covers \$500 a day for one day a year. Um, in the emergency room, they both cover \$50 a day for two days a year. Um- \$30 a day, you said? For... No, fi- um, \$50 a day for two days a year, the, um, cover in the emergency room. If you need surgery in a hospital, they cov- the Standard covers \$250 a day for one day, and the Classic covers \$500 a day for one day. If you need surgery in a physician's office, the Standard covers \$125 a day for two days a year, and the Classic covers \$250 a day for two years, days a year. Hmm. Okay. We... Can I call back, like, if I have to think about it, talk to my wife first, my girlfriend, I mean? Yeah. Of course. We're here Monday to Friday- Okay. ... 8:00 AM to 8:00 PM. 8:00 to 5:00 PM? 8:00 PM Eastern... No, 8:00 to 8:00 Eastern Standard Time. Okay. Okay, 8:00 to 8:00. I appreciate it. No problem. Thank you so much for calling. Have a great day. Thank you. You too. Have a nice one. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: My name is Johnny. I see you guys was calling me, send me a message about job that I applied. So you said call you back. I call you back on that number.

Speaker speaker_1: Um, we're not part of the staffing agency. We do the healthcare for staffing agencies. Do you know what the message said?

Speaker speaker_2: Uh, it was for Surge, saying, "Congrats on your job with Surge. You will be also enrolled in MEC Tele-RX within 30 days. Call BIC at 1-800-497-4856 to make change before your windows close."

Speaker speaker_1: Okay. So that's just talking about the healthcare, so it has an auto-enrollment program. Um, if you don't call within 30 days of receiving your first paycheck to enroll in some healthcare that you like or decline the coverage, they automatically enroll you. Um, but that's only when you're working with them. If you want to ca- if you want to know about a job that you applied for, you would have to call them directly.

Speaker speaker_2: Oh, okay. So this one here, it's for, like, the job that... I mean, assurance, stuff like that?

Speaker speaker_1: Yes.

Speaker speaker_2: So, okay, so I call you guys. Can we please get into it?

Speaker speaker_1: Yep. As soon as... Just, um, as you start working , excuse me, you start working with them, just give us a call and we'll be able to enroll you in coverage.

Speaker speaker_2: I mean, I work, uh, they give me... Basically, I can say I work for this company, but I was just apply for another position, but I'm still working for them.

Speaker speaker_1: Okay, what are the last four digits of your social?

Speaker speaker_2: 0522.

Speaker speaker_1: Okay. And your address and date of birth?

Speaker speaker_2: Um, May 29, 1997.

Speaker speaker_1: Okay.

Speaker speaker_2: Oh.

Speaker speaker_1: And your address, address?

Speaker speaker_2: I give this address, but, uh, 1628, uh, Shenley Drive. Uh, Shenley Drive, the ZIP code is 432244, I guess.

Speaker speaker_1: Okay. And what's the city and state?

Speaker speaker_2: Oh, Columbus, Ohio.

Speaker speaker_1: Okay. Is there an apartment number?

Speaker speaker_2: Four.

Speaker speaker_1: Okay. And I have your phone number at 786-834-0685?

Speaker speaker_2: 0635. Yes, ma'am.

Speaker speaker_1: And I have your email address as bizarjony23@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. So you are eligible to enroll in coverage. Do you know what you're looking for today?

Speaker speaker_2: If I know what I'm looking for today?

Speaker speaker_1: Yes. Do you know what coverage you're wanting to enroll in?

Speaker speaker_2: No. If you can help me, that would be good, please.

Speaker speaker_1: Okay, so Surge offers medical, dental, um, short-term disability. They offer FreeRx, virtual primary care. They offer life insurance. I mean, they offer group accident vision, MEC TeleRx, which is preventative health, and they offer behavioral and mental health.

Speaker speaker_2: Okay. We're just gonna leave behind mental health and, uh, life assurance. We don't need those two.

Speaker speaker_1: Okay. And you're gonna, um, sign up for the rest?

Speaker speaker_2: Yeah. But, uh, i- is it a price that I have to pay or something?

Speaker speaker_1: Yes. The price depends on how many plans you choose and who you want to cover, and it's something that they take from your check every week.

Speaker speaker_2: Hmm. Okay, okay. So how much will it be? Like, let's say I have a car accident or something.

Speaker speaker_1: Um, it just depends. The, the... Give me one second. There's two VIP plans, the VIP Standard and the VIP Classic. Um, as far as confinement to a hospital, they both cover \$50 a day for 30 days. For admission, they both cover , excuse me, \$500 a day for one day. Um, for surgery in a hospital, the VIP Standard covers \$250 a day for one day a year, and the Classic covers \$500 a day for one day a year. Um, in the emergency room, they both cover \$50 a day for two days a year. Um-

Speaker speaker_2: \$30 a day, you said?

Speaker speaker_1: For... No, fi- um, \$50 a day for two days a year, the, um, cover in the emergency room. If you need surgery in a hospital, they cov- the Standard covers \$250 a day for one day, and the Classic covers \$500 a day for one day. If you need surgery in a physician's office, the Standard covers \$125 a day for two days a year, and the Classic covers \$250 a day for two years, days a year.

Speaker speaker_2: Hmm. Okay. We... Can I call back, like, if I have to think about it, talk to my wife first, my girlfriend, I mean?

Speaker speaker_1: Yeah. Of course. We're here Monday to Friday-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 8:00 AM to 8:00 PM.

Speaker speaker_2: 8:00 to 5:00 PM?

Speaker speaker_1: 8:00 PM Eastern... No, 8:00 to 8:00 Eastern Standard Time.

Speaker speaker_2: Okay. Okay, 8:00 to 8:00. I appreciate it.

Speaker speaker_1: No problem. Thank you so much for calling. Have a great day.

Speaker speaker_2: Thank you. You too. Have a nice one. Bye.