

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in the Cards. My name is Pearl. Who do I have the pleasure of speaking with? Samuel. And how can I assist you? Yeah, um, I have an insurance plan through you guys offered through my staffing agency. I've been paying for it for probably, geez, I think like five months. I'm trying to see like what the details are or like even how to even like use it or see what it is. Okay. What's the name of the staffing agency you work for? Surge. S-U-R-G-E. *f*. And the last, and the last four digits of your social? 9215. And you said your name is Daniel, correct? Nope. Samuel. S-A-M-U-E-L. Samuel. Okay. *f*. One moment. And if you can verify your address and date of birth for me? My what? Your address and date of birth. Uh, address 454 South Church Street, Bowling Green, Ohio 43402 and date of birth is May 30th, 2003. Okay. And I have your phone number as 419-461-9454. I have a different phone number. Okay. What is your phone number? 419-350-9176. All right. And I have your email address as thesamuelyoung@icloud.com. I also have a different email. What's that email? Uh, it's gonna be Samuel, S-A-M-U-E-L, V as in Victor, Y as in young, Young at icloud.com. Icloud.com. Okay. So you said Samuelvy@icloud.com? Nope. Samuel V-Y-Y-O-U-N-G @icloud.com. Oh. Okay. That's what I thought at first, but... All right. Here we go. And okay. So you are currently enrolled in the MEC TelRx plan. That is preventative health, um, with telehealth services and FreeRx built in. So essentially... So essentially you're, you're covered to go in office for your annual physical, immunizations, some STD screenings, some cancer screening, diabetes, blood pressure, those kinds of things. You're not able to go to the doctor ER if you're sick already. These are just preventive services, like I said, your annual physical. Um, you do have telehealth services which then you could see a doctor via webcam, um, if you're sick or something like that you need to see a physician. But it's only through webcam. Um, and then you have FreeRx which is prescription coverage. If the medications that you are given, um, are on their list of, of covered medications, they're covered at 100%. And if not, um, they sometimes offer a discount. For that you would have to go to register at FreeRx.com, member login, new registration and go through that process and your ID cards will be there. Um, but yes. That's the plan you're enrolled in. Okay. Is there any way to like change the plan or is it set as that? Um, let's take a look here. So to enroll you have to be within the first 30 days of receiving your first paycheck or during company open enrollment. And company open enrollment for Surge is in August, and from the dates that I have on your file, it looks like you're out of that 30 days from when you first started. Okay. Um- You can change plans at any time, you just won't be able to change that plan until August. And if I have a life changing event that would also affect it, right? Correct. Um... Oh. So if you had involuntarily lost coverage elsewhere, like say you had medical somewhere else and involuntarily lost it, it's possible to enroll in medical through Surge, but we would not need documentation submitted and it would have to have been within the last 30 days. Um, a

spouse or a child losing coverage would also qualify as a, um, qualifying event, right? I'm sorry. Repeat the question. A spouse losing, um, medical coverage would qualify as a- It would have had to been you. It would have had to been you, yeah. Had to been me. Gotcha. Okay. So when August rolls around... Well, I probably won't even... Okay. All right. Um, okay. All right. Well, who do I call to cancel it then? I, I mean if it's *f* minimum then... Yeah. It's, uh, here with me. I can do that for you. Yeah. Okay. So cancellations do take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two. Okay. Awesome. Do you have any other questions? Nope. That's it. Thank you so much for calling. You have a great day. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in the Cards. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Samuel.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yeah, um, I have an insurance plan through you guys offered through my staffing agency. I've been paying for it for probably, geez, I think like five months. I'm trying to see like what the details are or like even how to even like use it or see what it is.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Surge. S-U-R-G-E. *f*.

Speaker speaker_0: And the last, and the last four digits of your social?

Speaker speaker_1: 9215.

Speaker speaker_0: And you said your name is Daniel, correct?

Speaker speaker_1: Nope. Samuel. S-A-M-U-E-L.

Speaker speaker_0: Samuel. Okay. *f*. One moment. And if you can verify your address and date of birth for me?

Speaker speaker_1: My what?

Speaker speaker_0: Your address and date of birth.

Speaker speaker_1: Uh, address 454 South Church Street, Bowling Green, Ohio 43402 and date of birth is May 30th, 2003.

Speaker speaker_0: Okay. And I have your phone number as 419-461-9454.

Speaker speaker_1: I have a different phone number.

Speaker speaker_0: Okay. What is your phone number?

Speaker speaker_1: 419-350-9176.

Speaker speaker_0: All right. And I have your email address as thesamuelyoung@icloud.com.

Speaker speaker_1: I also have a different email.

Speaker speaker_0: What's that email?

Speaker speaker_1: Uh, it's gonna be Samuel, S-A-M-U-E-L, V as in Victor, Y as in young, Young at icloud.com.

Speaker speaker_0: Icloud.com. Okay. So you said Samuelvy@icloud.com?

Speaker speaker_1: Nope. Samuel V-Y-Y-O-U-N-G @icloud.com.

Speaker speaker_0: Oh. Okay. That's what I thought at first, but... All right. Here we go. And okay. So you are currently enrolled in the MEC TelRx plan. That is preventative health, um, with telehealth services and FreeRx built in. So essentially... So essentially you're, you're covered to go in office for your annual physical, immunizations, some STD screenings, some cancer screening, diabetes, blood pressure, those kinds of things. You're not able to go to the doctor ER if you're sick already. These are just preventive services, like I said, your annual physical. Um, you do have telehealth services which then you could see a doctor via webcam, um, if you're sick or something like that you need to see a physician. But it's only th- through webcam. Um, and then you have FreeRx which is prescription coverage. If the medications that you are given, um, are on their list of, of covered medications, they're covered at 100%. And if not, um, they sometimes offer a discount. For that you would have to go to register at FreeRx.com, member login, new registration and go through that process and your ID cards will be there. Um, but yes. That's the plan you're enrolled in.

Speaker speaker_1: Okay. Is there any way to like change the plan or is it set as that?

Speaker speaker_0: Um, let's take a look here. So to enroll you have to be within the first 30 days of receiving your first paycheck or during company open enrollment. And company open enrollment for Surge is in August, and from the dates that I have on your file, it looks like you're out of that 30 days from when you first started.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: You can change plans at any time, you just won't be able to change that plan until August.

Speaker speaker_1: And if I have a life changing event that would also affect it, right?

Speaker speaker_0: Correct. Um...

Speaker speaker_1: Oh.

Speaker speaker_0: So if you had involuntarily lost coverage elsewhere, like say you had medical somewhere else and involuntarily lost it, it's possible to enroll in medical through Surge, but we would not need documentation submitted and it would have to have been within

the last 30 days.

Speaker speaker_1: Um, a spouse or a child losing coverage would also qualify as a, um, qualifying event, right?

Speaker speaker_0: I'm sorry. Repeat the question.

Speaker speaker_1: A spouse losing, um, medical coverage would qualify as a-

Speaker speaker_0: It would have had to been you. It would have had to been you, yeah.

Speaker speaker_1: Had to been me. Gotcha. Okay. So when August rolls around... Well, I probably won't even... Okay. All right. Um, okay. All right. Well, who do I call to cancel it then? I, I mean if it's *f* minimum then...

Speaker speaker_0: Yeah. It's, uh, here with me. I can do that for you.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So cancellations do take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.