

Transcript: Pearl

Rojas-5479165471539200-6641581538459648

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hello. I am Michael St. Claire. I'm working with Surge. Okay. But I receive a message to call you for the MEC, uh, Care R X to reject us. Yes. Okay, so the MEC with Care Rx Plan is a preventative health plan that's offered by Surge. It covers like your annual physical, some have CD screenings, some cancer screenings, germinization, stuff like that. It doesn't cover going to the hospital or ER. It's just preventative health. Um, and it's something that's deducted from your check every week. Surge does offer other medical plans and dental and vision. Uh, they give you 30 days from the date of your first paycheck to enroll. Okay. Thank you. No problem. Did you want to enroll in coverage today? Yes. And what are the last four digits of your social? Okay. . Okay. The last one? The last four. Okay. Uh, 83-83-29. Your address and date of birth. My, hmm? Your address and date of birth. My address is 700, 700 E Peckam, Peckam Lane, uh, Peckam Lane, 215, Reno, Nevada. 89-89-500-02. Okay. And your date of birth? 10-10-23-19-99. '99? 89. Sorry. Okay. 89. Can I have your phone number? I have your phone number as 786-71-771-4070. Exactly. And I have your email address as stclairmaitre89@gmail.com. Yes. Good. All righty. Yes. And, um, what are you wanting to enroll in today? What? What plans are you choosing today? For medical. Medical? Yes. Okay. There's two medicals plans you can choose from, the VIP Standard for \$17.63 a week, or this VIP Classic for \$19.53 a week. These plans don't have copays or deductibles, but they cover to a certain dollar amount. And the difference between the two is how much they cover for each service. Okay. Do you want to do the standard for \$17.63, or the classic for \$19.53? How much? The standard is \$17.63 every week, or the classic that's \$19.53 e- every week. Hmm. To, to cover my medical? Yes. Hmm. Every week? Yes. I, I suppose to pay? Yes, it comes out of your check. Hmm. Okay. Um, I wait for... I wait for so, for a little time. Okay. Thank you so much for calling. You have a great day. Okay, thank you.

Conversation Format

Speaker speaker_0: 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_1: Hello. I am Michael St. Claire. I'm working with Surge.

Speaker speaker_0: Okay.

Speaker speaker_1: But I receive a message to call you for the MEC, uh, Care R X to reject us.

Speaker speaker_0: Yes. Okay, so the MEC with Care Rx Plan is a preventative health plan that's offered by Surge. It covers like your annual physical, some have CD screenings, some cancer screenings, germinization, stuff like that. It doesn't cover going to the hospital or ER. It's just preventative health. Um, and it's something that's deducted from your check every week. Surge does offer other medical plans and dental and vision. Uh, they give you 30 days from the date of your first paycheck to enroll.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. Did you want to enroll in coverage today?

Speaker speaker_1: Yes.

Speaker speaker_0: And what are the last four digits of your social?

Speaker speaker_1: Okay. . Okay. The last one?

Speaker speaker_0: The last four.

Speaker speaker_1: Okay. Uh, 83-83-29.

Speaker speaker_0: Your address and date of birth.

Speaker speaker_1: My, hmm?

Speaker speaker_0: Your address and date of birth.

Speaker speaker_1: My address is 700, 700 E Peckam, Peckam Lane, uh, Peckam Lane, 215, Reno, Nevada. 89-89-500-02.

Speaker speaker_0: Okay. And your date of birth?

Speaker speaker_1: 10-10-23-19-99.

Speaker speaker_0: '99?

Speaker speaker_1: 89. Sorry.

Speaker speaker_0: Okay.

Speaker speaker_1: 89.

Speaker speaker_0: Can I have your phone number? I have your phone number as 786-71-771-4070.

Speaker speaker_1: Exactly.

Speaker speaker_0: And I have your email address as stclairemaitre89@gmail.com.

Speaker speaker_1: Yes. Good.

Speaker speaker_0: All righty.

Speaker speaker_1: Yes.

Speaker speaker_0: And, um, what are you wanting to enroll in today?

Speaker speaker_1: What?

Speaker speaker_0: What plans are you choosing today?

Speaker speaker_1: For medical.

Speaker speaker_0: Medical?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. There's two medicals plans you can choose from, the VIP Standard for \$17.63 a week, or this VIP Classic for \$19.53 a week. These plans don't have copays or deductibles, but they cover to a certain dollar amount. And the difference between the two is how much they cover for each service.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you want to do the standard for \$17.63, or the classic for \$19.53?

Speaker speaker_1: How much?

Speaker speaker_0: The standard is \$17.63 every week, or the classic that's \$19.53 e- every week.

Speaker speaker_1: Hmm. To, to cover my medical?

Speaker speaker_0: Yes.

Speaker speaker_1: Hmm. Every week?

Speaker speaker_0: Yes.

Speaker speaker_1: I, I suppose to pay?

Speaker speaker_0: Yes, it comes out of your check.

Speaker speaker_1: Hmm. Okay. Um, I wait for... I wait for so, for a little time.

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

Speaker speaker_1: Okay, thank you.