

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hurado, pleasure speaking with. Penny Thurston. And how can I assist you? Yes. Um, I'm trying to, uh, call a, uh, optometrist and nothing's coming up that I'm covered. And I'm trying to find out what's going on with that, because I get money taken out of my paycheck every week for benefits. Okay. What's the name of the staff agency you work for? Serge. And the last four digits of your social? 9466. All righty. And if you can confirm your address and date of birth for me. 540 Douglas Street, Apartment 116, Mount Dade, Ohio, 43338. And your date of birth? August 18th, 1967. Okay. And I have your phone number as 425-0396. Yes, ma'am. And I have your email address as pennythurston144@gmail.com? Yes. Alrighty. So you're enrolled in a preventative health plan. You're not enrolled in vision. Okay. H- uh, oh my gosh. I thought it was for everything. No, ma'am. That is just preventative health. How much extra is it for vision? It is \$2.15 a week for just yourself. But right now, you're not eligible to enroll in coverage. Why is that? Because you can only do it within 30 days of receiving your first paycheck or during company open enrollment, which was, which for Serge was in August. So I didn't start until November. And you only have 30 days. We're now in January. Okay. Well, okay. But my insurance just started and it, and Surge told me that if I did not opt out of the insurance, that I would automatically be signed up for it. Yes. A preventative health plan. So I can't even get any vision coverage until August? Unless you have a qualified life event occur, which is something like marriage, divorce, birth of a child, adoption of a child, um, involuntary loss of coverage elsewhere, then you could possibly be re-enrolled before August, but if not, it would be August. Okay. Well, I lost my Medicaid. Was that in, within the last 30 days? It's been be- before this. What, so what, was it in, was it, has it been within the last 30 days? It's been longer than 30 days. Okay. You would have, uh, this e- event would've had to occur within the last 30 days. Oh my God. You guys are fucking ridiculous.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hurado, pleasure speaking with.

Speaker speaker_1: Penny Thurston.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes. Um, I'm trying to, uh, call a, uh, optometrist and nothing's coming up that I'm covered. And I'm trying to find out what's going on with that, because I get money

taken out of my paycheck every week for benefits.

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

Speaker speaker_1: Serge.

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

Speaker speaker_1: 9466.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker_1: 540 Douglas Street, Apartment 116, Mount Dade, Ohio, 43338.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 18th, 1967.

Speaker speaker_0: Okay. And I have your phone number as 425-0396.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as pennythurston144@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Alrighty. So you're enrolled in a preventative health plan. You're not enrolled in vision.

Speaker speaker_1: Okay. H- uh, oh my gosh. I thought it was for everything.

Speaker speaker_0: No, ma'am. That is just preventative health.

Speaker speaker_1: How much extra is it for vision?

Speaker speaker_0: It is \$2.15 a week for just yourself. But right now, you're not eligible to enroll in coverage.

Speaker speaker_1: Why is that?

Speaker speaker_0: Because you can only do it within 30 days of receiving your first paycheck or during company open enrollment, which was, which for Serge was in August.

Speaker speaker_1: So I didn't start until November.

Speaker speaker_0: And you only have 30 days. We're now in January.

Speaker speaker_1: Okay. Well, okay. But my insurance just started and it, and Surge told me that if I did not opt out of the insurance, that I would automatically be signed up for it.

Speaker speaker_0: Yes. A preventative health plan.

Speaker speaker_1: So I can't even get any vision coverage until August?

Speaker speaker_0: Unless you have a qualified life event occur, which is something like marriage, divorce, birth of a child, adoption of a child, um, involuntary loss of coverage

elsewhere, then you could possibly be re-enrolled before August, but if not, it would be August.

Speaker speaker_1: Okay. Well, I lost my Medicaid.

Speaker speaker_0: Was that in, within the last 30 days?

Speaker speaker_1: It's been be- before this.

Speaker speaker_0: What, so what, was it in, was it, has it been within the last 30 days?

Speaker speaker_1: It's been longer than 30 days.

Speaker speaker_0: Okay. You would have, uh, this e- event would've had to occur within the last 30 days.

Speaker speaker_1: Oh my God. You guys are fucking ridiculous.