

Transcript: VICTORIA

Taylor-4878650407305216-5632306438127616

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, this is the worker from Surge. Um- What is your name? My name's France Morrisette. I was just calling for follow-up insurance. Okay. And you said you're with Surge? Yes. All right. And what's the last four of your Social? Um, 049195. I'm sorry, what is the last four digits of your Social Security number? 0495. 0495? Yes. Okay. And your first and last name? First name, France, F-R-A-N-T-Z. Morrisette, M-O-R-R-I-S-S-E-T-T. Okay. For some reason my system is pulling up the last four of your Social being 0595. Yes. Okay. So it's not 0495, it's 0595? Yes. Okay. Do you mind verifying your address and date of birth? My address, um, is 1569 Lexington Avenues, Montreal, Ohio. My date of birth is, um, 0-26-1973. Was that April 26 '73? Yes. Okay. Phone number 937-206-0074? Yes. And your email is gonna be your first and last name @gmail.com? Yes. Okay. Uh, what is that- First name... First name, last name and 74 @gmail.com. So first and last name, the numbers, 74 @gmail.com? Yes. Okay. And what exactly did you need help with? Um, for insurance. Okay. I don't see that you're enrolled into anything with us. Then- Are you a rehire? Yeah, currently- No. ... you are not enrolled into anything with Surge Staffing. Are you a rehire with Surge? Yeah, I'm re... I am... I am now. Okay, so you worked for them previously and you're back to work? Yes, for Surge. Okay. So, like I said, I don't see that you're currently enrolled into anything. I will need to verify if you're eligible to enroll. Um, with that being said, I will have to follow up with you, but do you know exactly what you're wanting to enroll into? What I'm wanting or...? Yes, what would you like to enroll into? For insurance? Yes, sir. What specific plans are you wanting to enroll into? Um... I'm wanting car parts. You're wanting what? I'm sorry. Car, car parts. Car parts? Yes. Sir, this is for medical insurance. Oh, medical insurance. Yeah, this is medical insurance. Yes. You say what kind of insurance I need? Ye-... Well, what... Do you know what's even being offered? Like, what specific plan are you wanting to enroll into? Um, I, I cannot understand... I do not understand that. So can- We- ... can you give... Say again? We offer multiple medical plans through Surge Staffing. Do you know what's being offered and do you know what you want to enroll into? Oh, what I want. I need medical insurance. Okay. So like I said, there is multiple medical plans to choose from. So what I'm going to do, since I have to verify your eligibility on my end and follow up with you- Mm-hmm. ... I am going to send you an email that will go over all the medical plans being offered. It will also go what they cover and how much they cost. So you could be looking over that and then when I call you back, we can discuss exactly what you would like to enroll into if you're eligible. Mm-hmm. When? When you call me back? It typically takes 24 to 48 hours for a follow-up. Oh, okay. Mm-hmm. But you, you seriously you call me back? Yes, I will call you back once I get word if you're eligible- ... to enroll into the benefits. Okay. Just you, just that insurance for medical only? There's medical, there's things like dental, vision, um, short-term disability, term life, critical illness, group

accident, behavioral health. We have, uh, FreeRx which is like a prescription plan. We also have FreeRx Virtual Primary Care, which is just like- Mm-hmm. ... virtual visits, um, for primary. Oh. So there's, there's a couple different things to choose from. And there's behavioral health. But... Yeah. Um, what kind, what kind medical, um, only medical says give it to people or they don't give people, um, dental and eyes? They don't give people this? Well, like I said, there is dental and vision plans. However, they are separate from medical, so it would be in an addition to medical. Oh. I need, um, just medical and eyes. Yeah. Okay. Well, medical itself, we have three or four different medical plans to choose from. So what I'm going to send to you is gonna break it down and show you what each plan covers and how much they cost. Uh. Yeah. So just look over the... Um, once I get this email sent to you, just look over the information I'm sending and decide what medical plan would be best for you and then once I follow up with you- Okay. ... to let you know if I'm able to get you enrolled or not, we will go from there. Okay. Yes, sir. And I just sent that to the email that I have, which is your first and last name, 74 at gmail.com. Sure. Okay. Do you need help with anything else? No, I'm fine. Um, I'm okay. I, I just... I, I be waiting for you. Yes, sir. I will give you a call back as soon as I can. Okay. No problem. All righty. You have a wonderful- You just sent, you just sent it to me or...? Yes. I just sent that information to your email. I see that. Did you need anything else, sir? Yeah, I'm fine. Thank you so much. Have a good day. You too. Bye-bye. Okay. Bye. Bye. Do you need me to disconnect? Yes, you can con- disconnect. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, this is the worker from Surge. Um-

Speaker speaker_0: What is your name?

Speaker speaker_1: My name's France Morrisette. I was just calling for follow-up insurance.

Speaker speaker_0: Okay. And you said you're with Surge?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And what's the last four of your Social?

Speaker speaker_1: Um, 049195.

Speaker speaker_0: I'm sorry, what is the last four digits of your Social Security number?

Speaker speaker_1: 0495.

Speaker speaker_0: 0495?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: First name, France, F-R-A-N-T-Z. Morrisette, M-O-R-R-I-S-S-E-T-T.

Speaker speaker_0: Okay. For some reason my system is pulling up the last four of your Social being 0595.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it's not 0495, it's 0595?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: My address, um, is 1569 Lexington Avenues, Montreal, Ohio. My date of birth is, um, 0-26-1973.

Speaker speaker_0: Was that April 26 '73?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Phone number 937-206-0074?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is gonna be your first and last name @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Uh, what is that-

Speaker speaker_1: First name... First name, last name and 74 @gmail.com.

Speaker speaker_0: So first and last name, the numbers, 74 @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what exactly did you need help with?

Speaker speaker_1: Um, for insurance.

Speaker speaker_0: Okay. I don't see that you're enrolled into anything with us.

Speaker speaker_1: Then-

Speaker speaker_0: Are you a rehire? Yeah, currently-

Speaker speaker_1: No.

Speaker speaker_0: ... you are not enrolled into anything with Surge Staffing. Are you a rehire with Surge?

Speaker speaker_1: Yeah, I'm re... I am... I am now.

Speaker speaker_0: Okay, so you worked for them previously and you're back to work?

Speaker speaker_1: Yes, for Surge.

Speaker speaker_0: Okay. So, like I said, I don't see that you're currently enrolled into anything. I will need to verify if you're eligible to enroll. Um, with that being said, I will have to follow up with you, but do you know exactly what you're wanting to enroll into?

Speaker speaker_1: What I'm wanting or...?

Speaker speaker_0: Yes, what would you like to enroll into?

Speaker speaker_1: For insurance?

Speaker speaker_0: Yes, sir. What specific plans are you wanting to enroll into?

Speaker speaker_1: Um... I'm wanting car parts.

Speaker speaker_0: You're wanting what? I'm sorry.

Speaker speaker_1: Car, car parts.

Speaker speaker_0: Car parts?

Speaker speaker_1: Yes.

Speaker speaker_0: Sir, this is for medical insurance.

Speaker speaker_1: Oh, medical insurance.

Speaker speaker_0: Yeah, this is medical insurance.

Speaker speaker_1: Yes. You say what kind of insurance I need?

Speaker speaker_0: Ye-... Well, what... Do you know what's even being offered? Like, what specific plan are you wanting to enroll into?

Speaker speaker_1: Um, I, I cannot understand... I do not understand that. So can-

Speaker speaker_0: We-

Speaker speaker_1: ... can you give... Say again?

Speaker speaker_0: We offer multiple medical plans through Surge Staffing. Do you know what's being offered and do you know what you want to enroll into?

Speaker speaker_1: Oh, what I want. I need medical insurance.

Speaker speaker_0: Okay. So like I said, there is multiple medical plans to choose from. So what I'm going to do, since I have to verify your eligibility on my end and follow up with you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I am going to send you an email that will go over all the medical plans being offered. It will also go what they cover and how much they cost. So you could be looking over that and then when I call you back, we can discuss exactly what you would like to enroll into if you're eligible. Mm-hmm.

Speaker speaker_1: When? When you call me back?

Speaker speaker_0: It typically takes 24 to 48 hours for a follow-up.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But you, you seriously you call me back?

Speaker speaker_0: Yes, I will call you back once I get word if you're eligible- ... to enroll into the benefits.

Speaker speaker_1: Okay. Just you, just that insurance for medical only?

Speaker speaker_0: There's medical, there's things like dental, vision, um, short-term disability, term life, critical illness, group accident, behavioral health. We have, uh, FreeRx which is like a prescription plan. We also have FreeRx Virtual Primary Care, which is just like-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... virtual visits, um, for primary.

Speaker speaker_1: Oh.

Speaker speaker_0: So there's, there's a couple different things to choose from. And there's behavioral health.

Speaker speaker_1: But... Yeah. Um, what kind, what kind medical, um, only medical says give it to people or they don't give people, um, dental and eyes? They don't give people this?

Speaker speaker_0: Well, like I said, there is dental and vision plans. However, they are separate from medical, so it would be in an addition to medical.

Speaker speaker_1: Oh. I need, um, just medical and eyes. Yeah.

Speaker speaker_0: Okay. Well, medical itself, we have three or four different medical plans to choose from. So what I'm going to send to you is gonna break it down and show you what each plan covers and how much they cost. Uh.

Speaker speaker_1: Yeah.

Speaker speaker_0: So just look over the... Um, once I get this email sent to you, just look over the information I'm sending and decide what medical plan would be best for you and then once I follow up with you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to let you know if I'm able to get you enrolled or not, we will go from there.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. And I just sent that to the email that I have, which is your first and last name, 74 at gmail.com.

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. Do you need help with anything else?

Speaker speaker_1: No, I'm fine. Um, I'm okay. I, I just... I, I be waiting for you.

Speaker speaker_0: Yes, sir. I will give you a call back as soon as I can.

Speaker speaker_1: Okay. No problem.

Speaker speaker_0: All righty. You have a wonderful-

Speaker speaker_1: You just sent, you just sent it to me or...?

Speaker speaker_0: Yes. I just sent that information to your email.

Speaker speaker_1: I see that.

Speaker speaker_0: Did you need anything else, sir?

Speaker speaker_1: Yeah, I'm fine. Thank you so much. Have a good day.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: Okay. Bye. Bye.

Speaker speaker_0: Do you need me to disconnect?

Speaker speaker_1: Yes, you can con- disconnect.

Speaker speaker_0: Okay.