

Transcript: VICTORIA

Taylor-5760007155007488-5128630151725056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Hi. Um, my name is Anthony Whitfield. And, um, I just got a, um, a text message that's saying, "Congrats on your job with Surge and you'll be auto-enrolled in EMC." Um, I was wondering what that was 'cause I am part of Surge and I do have a, um, you know, a, a, like a job that I'm waiting on right now, uh, called Molex. And I was just wondering what, like, the text message is informing. So this is for the medical insurance that they offer. Um, they automatically enroll members into that plan unless you opt out- Mm-hmm. ... beforehand. Um- Got it. Basically, um, basically that medical plan, uh, is specifically designed for like your preventative healthcare. So it- Mm-hmm. ... covers your, um, preventative services at 100% as long as you stay in network. Mm-hmm. Okay. Okay. It also comes with, um, like a subscription to FreeRX which is like a prescription- Mm-hmm. ... plan and then, um, virtual urgent care. Got it. Okay. Um, so I have a question. So my, uh, e- eventually going, I think in the future, maybe in a couple weeks, uh, eventually I'm gonna be transitioning to the company that I'm working for. So I'm not gonna be too much part of Surge anymore. Is it probably just best to wait until I get the benefits probably from like the, the company I'm working for, right, than to hop into this one? 'Cause I eventually do want, you know, I want, um, you know, insurance but I just didn't know what was the best option. So I'm like, okay, well they're trying to give it out now but I don't know if it's best to wait and see how m- like, you know, if my company has better options maybe. That I really can't advise on. That's completely up to you. Mm-hmm. Okay. Um, I just know this is for the benefits being offered through Surge Staffing so, um- Mm-hmm. ... there is a way to temporarily continue it when you're no longer with Surge. Oh. Okay. Um... Yeah, yeah. You would just do that by calling us to make a direct payment over the phone. Um, but again- Mm-hmm. ... that is temporary on the- Okay. ... fifth week of not receiving a payroll deduction, uh, any- Uh-huh. ... plans that are eligible for COBRA will roll- Okay. Okay. ... over to COBRA and that's the only way to continue the benefits from there. Okay. And I can call this any time to make a, um, a payment if I, like, you know, I'm interested before the 30-day window? Well s- so this is basically you have to be enrolled into that plan and it has to be active- Oh, got it. Okay. ... in order to do that. Yeah. Mm-hmm. So if you get enrolled into the plan, um, they don't automatically enroll you into that until 30 days from the date of your first check. Got it. Okay. That makes sense. You can enroll into it earlier if you want- Mm-hmm. ... but the, the direct payment process is only- If you- ... if the coverage has already been active in the past- Mm-hmm. ... and it's just not- If you- ... currently active 'cause you stopped working for them or whatever the case may be. Right. Right. No, uh, I still work for my same company but it just... Okay. I got it. Okay. That makes sense. Thank you so much. You're welcome. You have a wonderful day. You too. Thank you. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi. Um, my name is Anthony Whitfield. And, um, I just got a, um, a text message that's saying, "Congrats on your job with Surge and you'll be auto-enrolled in EMC." Um, I was wondering what that was 'cause I am part of Surge and I do have a, um, you know, a, a, like a job that I'm waiting on right now, uh, called Molex. And I was just wondering what, like, the text message is informing.

Speaker speaker_1: So this is for the medical insurance that they offer. Um, they automatically enroll members into that plan unless you opt out-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... beforehand. Um-

Speaker speaker_2: Got it.

Speaker speaker_1: Basically, um, basically that medical plan, uh, is specifically designed for like your preventative healthcare. So it-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... covers your, um, preventative services at 100% as long as you stay in network.

Speaker speaker_2: Mm-hmm. Okay. Okay.

Speaker speaker_1: It also comes with, um, like a subscription to FreeRX which is like a prescription-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... plan and then, um, virtual urgent care.

Speaker speaker_2: Got it. Okay. Um, so I have a question. So my, uh, e- eventually going, I think in the future, maybe in a couple weeks, uh, eventually I'm gonna be transitioning to the company that I'm working for. So I'm not gonna be too much part of Surge anymore. Is it probably just best to wait until I get the benefits probably from like the, the company I'm working for, right, than to hop into this one? 'Cause I eventually do want, you know, I want, um, you know, insurance but I just didn't know what was the best option. So I'm like, okay, well they're trying to give it out now but I don't know if it's best to wait and see how m- like, you know, if my company has better options maybe.

Speaker speaker_1: That I really can't advise on. That's completely up to you.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: Um, I just know this is for the benefits being offered through Surge Staffing so, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... there is a way to temporarily continue it when you're no longer with Surge.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: Um...

Speaker speaker_2: Yeah, yeah.

Speaker speaker_1: You would just do that by calling us to make a direct payment over the phone. Um, but again-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that is temporary on the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... fifth week of not receiving a payroll deduction, uh, any-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... plans that are eligible for COBRA will roll-

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: ... over to COBRA and that's the only way to continue the benefits from there.

Speaker speaker_2: Okay. And I can call this any time to make a, um, a payment if I, like, you know, I'm interested before the 30-day window?

Speaker speaker_1: Well s- so this is basically you have to be enrolled into that plan and it has to be active-

Speaker speaker_2: Oh, got it. Okay.

Speaker speaker_1: ... in order to do that. Yeah.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So if you get enrolled into the plan, um, they don't automatically enroll you into that until 30 days from the date of your first check.

Speaker speaker_2: Got it. Okay. That makes sense.

Speaker speaker_1: You can enroll into it earlier if you want-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... but the, the direct payment process is only-

Speaker speaker_2: If you-

Speaker speaker_1: ... if the coverage has already been active in the past-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and it's just not-

Speaker speaker_2: If you-

Speaker speaker_1: ... currently active 'cause you stopped working for them or whatever the case may be.

Speaker speaker_2: Right. Right. No, uh, I still work for my same company but it just... Okay. I got it. Okay. That makes sense. Thank you so much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.