

Transcript: VICTORIA

Taylor-6604055149461504-4651313640161280

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. Um, I have been on my job... I work for Surge. And I've been on my job for, it's a b- a little over 30 days now. And they... I got, I got a message that... I was wondering about the insurance. Is that what this is? Yeah. We administer the, uh, insurance for Surge. And I asked my guy, the guy that does... I work at Okay. I work at, uh, ■■■ Corporation. And Surge, I go through Surge, you know, and I asked him about it, and he said... He gave me this number to call. So, I don't know if I'm calling the right place or, or how you would know. I don't know what to do. I also got a text message on my phone from y'all. Yeah. We administer the medical insurance they offer. Let me pull up- Okay. What's the last four of your Social? 1479. Your first and last- Are you there? Yes, ma'am. Okay. What's your first and last name? Okay. Alisha Waldon. A-L-I-S-H-A W-A-L-D-O-N. Let's see. Have you received your first paycheck from them yet? Oh, yeah. Yes, ma'am. Okay. I've gotten- Can you verify your address? Uh, my address is 4149 Warm Springs Road, Number 3, Columbus, Georgia 31909. Okay. So for some reason, I have 4149 Warm Springs Lot 218. Whoa. Okay. What that was is somebody has combined my boyfriend's and my mother's address together. That is wild. Okay. But I know- It says here 4149 Warm Springs Street. Number 3. Take the Lot 218 out. Okay. That's wild. And what's your date of birth? 11/26/82. And then phone number 334-524-1238? Yes, ma'am. Mm-hmm. And then email is brookwalden95 at gmail? Yes, ma'am. Okay. Um, so I do see that you're pending for the auto-enrollment. Which the auto- Pending? Auto-enrollment. What is that? Yeah, so Surge Staffing automatically enrolls you into coverage unless you opt out beforehand. They typically do this 30 days from the date of your first check. They automatically enroll you into the MEC TeleRx, which is a medical plan specifically designed for your preventative healthcare. So that covers things like yearly, yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. Okay. It does also come with a subscription of FreeRx, which is like a prescription plan, and it also comes with, um, virtual urgent care. Okay. Is this the regular insurance that they offer, or... Or is this something different? I mean, this is the insurance... This is the insurance being offered through Surge Staffing. I don't know if they have other administrators that they work for. Okay. But what we administer for them is not considered major medical. Okay. Okay. Okay. Um, so w- would I be able to put my daughter on this with me? And it- Um, let me- Is this the \$15... Oh, is it \$15, or something like that, a week, or something? Yes. That's what you pay for employee only. Okay. Okay. Give me one second and let me see- Okay. ... if you're still able to make changes. Okay. Yeah, so technically you have until the end of this week to make any final changes- Oh, my gosh. ... to the enrollment. Oh my gosh. Okay, cool. So I can, I can actually add my daughter then? Yes. If you were to do that, that specific plan for employee plus child would then be \$22.39. Okay. That'll be fine. Um... And she would have to be under

the age of 26. Well, she's 19. Okay. She just lost her insurance, you know, um, BeachCare. So she's 19 now, so I have to get her insurance. Okay. Did you want to go ahead and change that over? Can we, please? Sure. Was there anything else that you're wanting to change about the enrollment? Um, I- I just don't know any, much about it. I'm, uh, I mean, I just need to be on insurance, and I want her on insurance, but I didn't know if... I didn't know what you'll offer, or what... The lady that I went through, she got fired, so I don't really know anymore about anything. Um, they got a guy there now, and I haven't really sat down and talked with them about anything. So I'm kind of lost a little bit. Well, there, there's multiple medical plans to choose from. Um, if you'd like, I can send you a copy of the benefits guide to your email so that you can look over that before making- Okay. ... dis- any decisions 'cause you still have until Friday of this week- Okay. Okay, ... uh, to make any final changes. Yeah, I'll do that. Please do that. Yeah. Now, um, when you do call us back to add on your, uh, child, just make sure that you have her Social, and, uh, we'll need her name and date of birth as well. Okay. Gotcha. Um, so I'm just gonna do all that when I call y'all back, and when I've decided? Yeah. Okay. I would definitely do that when you call back. So I'm gonna send the, uh, benefits guide to your email. And like I said, it'll go over all of the plans we offer, what they cover and how much they cost. Okay. All right. Thank you so much for your help. Yes, ma'am. You have a wonderful day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, ma'am. Um, I have been on my job... I work for Surge. And I've been on my job for, it's a b- a little over 30 days now. And they... I got, I got a message that... I was wondering about the insurance. Is that what this is?

Speaker speaker_0: Yeah. We administer the, uh, insurance for Surge.

Speaker speaker_1: And I asked my guy, the guy that does... I work at Okay. I work at, uh, ■■■ Corporation. And Surge, I go through Surge, you know, and I asked him about it, and he said... He gave me this number to call. So, I don't know if I'm calling the right place or, or how you would know. I don't know what to do. I also got a text message on my phone from y'all.

Speaker speaker_0: Yeah. We administer the medical insurance they offer. Let me pull up-

Speaker speaker_1: Okay.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 1479.

Speaker speaker_0: Your first and last-

Speaker speaker_1: Are you there?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: What's your first and last name?

Speaker speaker_1: Okay. Alisha Waldon. A-L-I-S-H-A W-A-L-D-O-N.

Speaker speaker_0: Let's see. Have you received your first paycheck from them yet?

Speaker speaker_1: Oh, yeah. Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: I've gotten-

Speaker speaker_0: Can you verify your address?

Speaker speaker_1: Uh, my address is 4149 Warm Springs Road, Number 3, Columbus, Georgia 31909.

Speaker speaker_0: Okay. So for some reason, I have 4149 Warm Springs Lot 218.

Speaker speaker_1: Whoa. Okay. What that was is somebody has combined my boyfriend's and my mother's address together. That is wild.

Speaker speaker_0: Okay.

Speaker speaker_1: But I know-

Speaker speaker_0: It says here 4149 Warm Springs Street.

Speaker speaker_1: Number 3. Take the Lot 218 out.

Speaker speaker_0: Okay.

Speaker speaker_1: That's wild.

Speaker speaker_0: And what's your date of birth?

Speaker speaker_1: 11/26/82.

Speaker speaker_0: And then phone number 334-524-1238?

Speaker speaker_1: Yes, ma'am. Mm-hmm.

Speaker speaker_0: And then email is brookwalden95 at gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so I do see that you're pending for the auto-enrollment. Which the auto-

Speaker speaker_1: Pending?

Speaker speaker_0: Auto-enrollment.

Speaker speaker_1: What is that?

Speaker speaker_0: Yeah, so Surge Staffing automatically enrolls you into coverage unless you opt out beforehand. They typically do this 30 days from the date of your first check. They automatically enroll you into the MEC TeleRx, which is a medical plan specifically designed for your preventative healthcare. So that covers things like yearly, yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network.

Speaker speaker_1: Okay.

Speaker speaker_0: It does also come with a subscription of FreeRx, which is like a prescription plan, and it also comes with, um, virtual urgent care.

Speaker speaker_1: Okay. Is this the regular insurance that they offer, or... Or is this something different?

Speaker speaker_0: I mean, this is the insurance... This is the insurance being offered through Surge Staffing. I don't know if they have other administrators that they work for.

Speaker speaker_1: Okay.

Speaker speaker_0: But what we administer for them is not considered major medical.

Speaker speaker_1: Okay. Okay. Okay. Um, so w- would I be able to put my daughter on this with me? And it-

Speaker speaker_0: Um, let me-

Speaker speaker_1: Is this the \$15... Oh, is it \$15, or something like that, a week, or something?

Speaker speaker_0: Yes. That's what you pay for employee only.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Give me one second and let me see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you're still able to make changes.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, so technically you have until the end of this week to make any final changes-

Speaker speaker_1: Oh, my gosh.

Speaker speaker_0: ... to the enrollment.

Speaker speaker_1: Oh my gosh. Okay, cool. So I can, I can actually add my daughter then?

Speaker speaker_0: Yes. If you were to do that, that specific plan for employee plus child would then be \$22.39.

Speaker speaker_1: Okay. That'll be fine.

Speaker speaker_0: Um... And she would have to be under the age of 26.

Speaker speaker_1: Well, she's 19.

Speaker speaker_0: Okay.

Speaker speaker_1: She just lost her insurance, you know, um, BeachCare. So she's 19 now, so I have to get her insurance.

Speaker speaker_0: Okay. Did you want to go ahead and change that over?

Speaker speaker_1: Can we, please?

Speaker speaker_0: Sure. Was there anything else that you're wanting to change about the enrollment?

Speaker speaker_1: Um, I- I just don't know any, much about it. I'm, uh, I mean, I just need to be on insurance, and I want her on insurance, but I didn't know if... I didn't know what you'll offer, or what... The lady that I went through, she got fired, so I don't really know anymore about anything. Um, they got a guy there now, and I haven't really sat down and talked with them about anything. So I'm kind of lost a little bit.

Speaker speaker_0: Well, there, there's multiple medical plans to choose from. Um, if you'd like, I can send you a copy of the benefits guide to your email so that you can look over that before making-

Speaker speaker_1: Okay.

Speaker speaker_0: ... dis- any decisions 'cause you still have until Friday of this week-

Speaker speaker_1: Okay. Okay,

Speaker speaker_0: ... uh, to make any final changes.

Speaker speaker_1: Yeah, I'll do that. Please do that.

Speaker speaker_0: Yeah. Now, um, when you do call us back to add on your, uh, child, just make sure that you have her Social, and, uh, we'll need her name and date of birth as well.

Speaker speaker_1: Okay. Gotcha. Um, so I'm just gonna do all that when I call y'all back, and when I've decided?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: I would definitely do that when you call back. So I'm gonna send the, uh, benefits guide to your email. And like I said, it'll go over all of the plans we offer, what they cover and how much they cost.

Speaker speaker_1: Okay. All right. Thank you so much for your help.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.