

Transcript: Chris Sofield

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Full Transcript

Thank you... Benefits and Accord, this is Chris. How can I help you today? Uh, yes, I was, um, calling to s- uh, register for the benefits. Okay. What staffing company do you work with? MAU. And the last four of your Social? 5996. All right, thank you. Your first and last name? Anthony Washington. Thank you, Mr. Washington. Could you verify your address and your date of birth for me? 1123 1984 3549 Biltmore Place, Augusta, Georgia 30906. Thank you. We have your phone on file. It's 762-215-6249. Is that correct? Yes. All right. And did you have an idea of what you wanted to enroll into, sir? Um, the Employee plus chil- children. Okay, and which plan, sir? Um... The... I wanted to... I want the... Um, med- I guess medical, medical, vision, dental. Okay. All right. And there are f- uh, there are four options for medical. There's the Stay Healthy plan for preventative care services only. There's the EnsurePlus plans, basic and enhanced, for doctor's visits and hospital visits but no preventative care service. And then there's the Stay Healthy enhanced plan which covers both at the same time. Uh, which one did you want? You said the EnsurePlus enhanced? So there's the EnsurePlus basic and the EnsurePlus enhanced. Both of these will cover doctor's visits, hospital visits and prescriptions, but do not cover preventative care services such as, uh, vaccines, physicals or cancer screenings. Okay. Well, I'll do the, uh, EnsurePlus basic then. Okay, the EnsurePlus basic. Okay. Mm-hmm. So dental, vision and EnsurePlus basic is, is... Dental is, uh, sorry, medical is gonna be \$26.14 per week. Mm-hmm. Dental is going to be \$9.30 per week and vision is \$4.94 per week for a total of \$40.38 per week for these three plans. Do you authorize MAU to make those deductions? Yes. All right. And then how many children are we covering? Uh, four. You're gonna need their Social Security Numbers, aren't you? Uh, if you don't have those, you can call us back with those, with that information. At minimum, we're gonna need their names and dates of birth. Uh, okay. All right. Okay. Um, what's the f- the first child's name? Uh, first child is Jacobi Washington. J- I don't know if you need the middle name, but... Uh, no, it's not, it's not a requirement. And then Jacobi's date of birth? Um, 09/08/09. Thank you. And then the next child's name? Uh, Kai Washington. K-A-I. Okay, got it. And then date of birth? Um, it is 11/18, uh, 13, 2013. Got it. Then the next child? Uh, Hero, H-E-R-O Washington. And his is, uh... Mm. Ooh, 05- 07-2016. All right, and then the, the, the last one? Um, it is Deandre, Deandre Washington. And then date of birth? Just, just a moment. Let me grab a... let's see, birth. That way. Um. Uh, 10/5/2020. All right. All right, thank you. So it's gonna take about one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following the first deduction is when policies become effective, with ID cards typically arriving, uh, one to two weeks after that effective date. Um, please be aware that these plans are known as Section 125 plans. Uh, this is an IRS regulation that allows MAU to make the deductions for the plans pre-tax. 'Cause they allow- Mm-hmm. ... this to happen, they then

require that you stay enrolled into these plans. As such, you are only allowed to make any changes to these plans during open enrollment. Once open enrollment ends, you're locked into these plans until the next open enrollment window. The only exception is if you have a qualifying life event.... such as getting married, having another child or getting an insurance plan from another insurance company. Uh, any questions regarding that? Uh, um, no, nope, uh-uh, no. All right then. Well, that's everything I needed to be able to get your enrollment set up. Was there anything else I could help you with? Um... So it'll be... So how... So you're saying, you're saying it'll be... it'll take two weeks? So, again, it'll take one to two weeks for the enrollment to process. Yeah. Once processing is complete, you'll start seeing those deductions coming out of your checks. Right. The Monday after the first deduction is when the policy is effective. ID cards will arrive one to two weeks after that effective date. Okay, one to two weeks. All right. Okay, got it. Yep, I got it. All right then. Anything else? Um... Hm... Yeah, so I can sign up for life insurance too? Uh, y- yes, life insurance is a... is an available plan. Hmm. Yeah, let me go ahead and get that too. All right. Is that going to be for just yourself or are you adding the kids onto that one too? Yes, all of us. All right. And then before we move forward, is there anything else that you wanted to enroll into? Mm, no. All right. So- That's... Yeah... No- Sorry, go ahead. That, that's it. That's it. Just the life. All right, so your weekly deductions are now going to be \$42.92. Do you authorize those deductions? Yes. All right. One moment. All right. Anything else? Uh, nope. That'll be it. And that comes out of my paycheck every week? Yes, sir. Wow. Okay. All right. Yeah, that's, that's good. All right. If that's everything, thanks again for calling and have a wonderful day. Uh, you too. Thank you. You're welcome. Bye now.

Conversation Format

Speaker speaker_0: Thank you... Benefits and Accord, this is Chris. How can I help you today?

Speaker speaker_1: Uh, yes, I was, um, calling to s- uh, register for the benefits.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5996.

Speaker speaker_0: All right, thank you. Your first and last name?

Speaker speaker_1: Anthony Washington.

Speaker speaker_0: Thank you, Mr. Washington. Could you verify your address and your date of birth for me?

Speaker speaker_1: 1123 1984 3549 Biltmore Place, Augusta, Georgia 30906.

Speaker speaker_0: Thank you. We have your phone on file. It's 762-215-6249. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And did you have an idea of what you wanted to enroll into, sir?

Speaker speaker_1: Um, the Employee plus chil- children.

Speaker speaker_0: Okay, and which plan, sir?

Speaker speaker_1: Um... The... I wanted to... I want the... Um, med- I guess medical, medical, vision, dental.

Speaker speaker_0: Okay. All right. And there are f- uh, there are four options for medical. There's the Stay Healthy plan for preventative care services only. There's the EnsurePlus plans, basic and enhanced, for doctor's visits and hospital visits but no preventative care service. And then there's the Stay Healthy enhanced plan which covers both at the same time. Uh, which one did you want?

Speaker speaker_1: You said the EnsurePlus enhanced?

Speaker speaker_0: So there's the EnsurePlus basic and the EnsurePlus enhanced. Both of these will cover doctor's visits, hospital visits and prescriptions, but do not cover preventative care services such as, uh, vaccines, physicals or cancer screenings.

Speaker speaker_1: Okay. Well, I'll do the, uh, EnsurePlus basic then.

Speaker speaker_0: Okay, the EnsurePlus basic. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So dental, vision and EnsurePlus basic is, is... Dental is, uh, sorry, medical is gonna be \$26.14 per week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Dental is going to be \$9.30 per week and vision is \$4.94 per week for a total of \$40.38 per week for these three plans. Do you authorize MAU to make those deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then how many children are we covering?

Speaker speaker_1: Uh, four. You're gonna need their Social Security Numbers, aren't you?

Speaker speaker_0: Uh, if you don't have those, you can all us back with those, with that information. At minimum, we're gonna need their names and dates of birth.

Speaker speaker_1: Uh, okay.

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, what's the f- the first child's name?

Speaker speaker_1: Uh, first child is Jacobi Washington. J- I don't know if you need the middle name, but...

Speaker speaker_0: Uh, no, it's not, it's not a requirement. And then Jacobi's date of birth?

Speaker speaker_1: Um, 09/08/09.

Speaker speaker_0: Thank you. And then the next child's name?

Speaker speaker_1: Uh, Kai Washington. K-A-I.

Speaker speaker_0: Okay, got it. And then date of birth?

Speaker speaker_1: Um, it is 11/18, uh, 13, 2013.

Speaker speaker_0: Got it. Then the next child?

Speaker speaker_1: Uh, Hero, H-E-R-O Washington. And his is, uh... Mm.

Speaker speaker_0: Ooh, 05-

Speaker speaker_1: 07-2016.

Speaker speaker_0: All right, and then the, the, the last one?

Speaker speaker_1: Um, it is Deandre, Deandre Washington.

Speaker speaker_0: And then date of birth?

Speaker speaker_1: Just, just a moment. Let me grab a... let's see, birth. That way. Um. Uh, 10/5/2020.

Speaker speaker_0: All right. All right, thank you. So it's gonna take about one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following the first deduction is when policies become effective, with ID cards typically arriving, uh, one to two weeks after that effective date. Um, please be aware that these plans are known as Section 125 plans. Uh, this is an IRS regulation that allows MAU to make the deductions for the plans pre-tax. 'Cause they allow-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... this to happen, they then require that you stay enrolled into these plans. As such, you are only allowed to make any changes to these plans during open enrollment. Once open enrollment ends, you're locked into these plans until the next open enrollment window. The only exception is if you have a qualifying life event.... such as getting married, having another child or getting an insurance plan from another insurance company. Uh, any questions regarding that?

Speaker speaker_1: Uh, um, no, nope, uh-uh, no.

Speaker speaker_0: All right then. Well, that's everything I needed to be able to get your enrollment set up. Was there anything else I could help you with?

Speaker speaker_1: Um... So it'll be... So how... So you're saying, you're saying it'll be... it'll take two weeks?

Speaker speaker_0: So, again, it'll take one to two weeks for the enrollment to process.

Speaker speaker_1: Yeah.

Speaker speaker_0: Once processing is complete, you'll start seeing those deductions coming out of your checks.

Speaker speaker_1: Right.

Speaker speaker_0: The Monday after the first deduction is when the policy is effective. ID cards will arrive one to two weeks after that effective date.

Speaker speaker_1: Okay, one to two weeks. All right. Okay, got it. Yep, I got it.

Speaker speaker_0: All right then. Anything else?

Speaker speaker_1: Um... Hm... Yeah, so I can sign up for life insurance too?

Speaker speaker_0: Uh, y- yes, life insurance is a... is an available plan.

Speaker speaker_1: Hmm. Yeah, let me go ahead and get that too.

Speaker speaker_0: All right. Is that going to be for just yourself or are you adding the kids onto that one too?

Speaker speaker_1: Yes, all of us.

Speaker speaker_0: All right. And then before we move forward, is there anything else that you wanted to enroll into?

Speaker speaker_1: Mm, no.

Speaker speaker_0: All right. So-

Speaker speaker_1: That's... Yeah... No-

Speaker speaker_0: Sorry, go ahead.

Speaker speaker_1: That, that's it. That's it. Just the life.

Speaker speaker_0: All right, so your weekly deductions are now going to be \$42.92. Do you authorize those deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. One moment. All right. Anything else?

Speaker speaker_1: Uh, nope. That'll be it. And that comes out of my paycheck every week?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Wow. Okay. All right. Yeah, that's, that's good.

Speaker speaker_0: All right. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_1: Uh, you too. Thank you.

Speaker speaker_0: You're welcome. Bye now.