

Transcript: Chris Sofield

(deactivated)-5002149933400064-6263235009626112

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris. I was calling to enroll in, uh- Okay. ... the benefits, the standard VI- Okay. What is- Is it Standard VIP? This is the VIP Standard Plan. Um, I'll have to pull up your file... Uh, I'll have to pull up your file to see what benefits you're eligible for to be able to move forward with anything. What staffing company- Okay. ... do you work with? ManCan. Thank you, and the last four of your Social? 8181. Your first and last name? James Burnham. Thank you, Mr. Burnham. Could you verify your address and your date of birth for me? Uh, address is 4906 Charles Road, North Ridgeville, Ohio 44039, and date of birth is 10/29/90. Thank you. I have a phone on file, 330-806-7439. Is that correct? Yes. All right, and then you said the VIP Standard Plan. Was there anything else? Uh, yeah. Uh, that comes with a... Or, yeah, I need dental, the behavioral, and the vision put on there too. All right, so VIP Standard, dental, vision, and behavioral health. Anything else? Um, I think that's it. And is this for just yourself, or are you covering anyone else? Me and my son. You and your son. Got it. All right. So, all four of these plans for employee and child totals out to \$40.11 per week. Do you authorize ManCan to make those deductions? I do. All right, one moment. And then let's get your child on here. What's his name? It's also James Burnham. Different middle names. Okay. And then his Social? That I do not have. That's fine. You can give us a call back with that information. What's his date of birth? Uh, 10/05/16. Thank you. All right. Okay, so it's going to take about one to two weeks for the enrollment process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following that first deduction is when policy becomes effective, with ID cards arriving typically about one to two weeks after that effective date. Please be aware that these plans, um, are known as Section 125 plans. This is an IRS regulation that allows ManCan to make the deductions for the plan pre-tax. Because they allow this to happen, they do require that as long as your account is through ManCan, you have to stay enrolled in these plans. As such, you're only allowed to make changes to these plans during your eligibility window, such as your new hire window, or open enrollment once a year. Outside of those windows, you are locked into these plans unless you have a qualifying life event, such as getting married, having another child, or getting an insurance plan from another insurance company. Any questions regarding that? Uh, no. All right then. So that's everything I needed to go over to get your enrollment set up. And again, just give us a call- Um, w- who are the actual benefits through, so I can try and schedule, uh, a dentist appointment- Your- ... for my kid? Like, who's the- Okay. Your- ... major provider? Yeah, your, your medical and dental are both through American Public Life. Okay. Your vision is through MetLife. Okay. And then the behavioral health... One moment. The behavioral health is in-house. That's through Benefits in a Card directly. Okay. All right, then. All right. Anything else? Sweet. Uh, would I be able to get a confirmation email? Uh, just kind of like

what, what all, uh, I guess, all this information- Yeah, we can- ... that we talked about? Yeah, we can, we can get that out... Uh, we can get an enrollment confirmation out to you. Uh, can you confirm- Okay. ... we have your email address on file as jimburnham90@gmail.com? Yep. That's correct. All right, I'll go ahead and, uh, send that on over to the team that handles those emails. Um, you should receive that, uh, before end of business today. Um, if you don't see this in your inbox, it could... It, uh, may have gotten to your, your spam folder, but it's coming from info@benefitsinacard.com. All right? All right. All right then. Um, right now, Mr. Burnham, was there anything else I could help with? No, I believe that's it. All right. Well, if that's everything, thanks again for calling. You have a wonderful day. You too. Thank you. Bye. You're welcome. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey, Chris. I was calling to enroll in, uh-

Speaker speaker_0: Okay.

Speaker speaker_1: ... the benefits, the standard VI-

Speaker speaker_0: Okay. What is-

Speaker speaker_1: Is it Standard VIP?

Speaker speaker_0: This is the VIP Standard Plan. Um, I'll have to pull up your file... Uh, I'll have to pull up your file to see what benefits you're eligible for to be able to move forward with anything. What staffing company-

Speaker speaker_1: Okay.

Speaker speaker_0: ... do you work with?

Speaker speaker_1: ManCan.

Speaker speaker_0: Thank you, and the last four of your Social?

Speaker speaker_1: 8181.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: James Burnham.

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

Speaker speaker_1: Uh, address is 4906 Charles Road, North Ridgeville, Ohio 44039, and date of birth is 10/29/90.

Speaker speaker_0: Thank you. I have a phone on file, 330-806-7439. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and then you said the VIP Standard Plan. Was there anything else?

Speaker speaker_1: Uh, yeah. Uh, that comes with a... Or, yeah, I need dental, the behavioral, and the vision put on there too.

Speaker speaker_0: All right, so VIP Standard, dental, vision, and behavioral health. Anything else?

Speaker speaker_1: Um, I think that's it.

Speaker speaker_0: And is this for just yourself, or are you covering anyone else?

Speaker speaker_1: Me and my son.

Speaker speaker_0: You and your son. Got it. All right. So, all four of these plans for employee and child totals out to \$40.11 per week. Do you authorize ManCan to make those deductions?

Speaker speaker_1: I do.

Speaker speaker_0: All right, one moment. And then let's get your child on here. What's his name?

Speaker speaker_1: It's also James Burnham. Different middle names.

Speaker speaker_0: Okay. And then his Social?

Speaker speaker_1: That I do not have.

Speaker speaker_0: That's fine. You can give us a call back with that information. What's his date of birth?

Speaker speaker_1: Uh, 10/05/16.

Speaker speaker_0: Thank you. All right. Okay, so it's going to take about one to two weeks for the enrollment process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following that first deduction is when policy becomes effective, with ID cards arriving typically about one to two weeks after that effective date. Please be aware that these plans, um, are known as Section 125 plans. This is an IRS regulation that allows ManCan to make the deductions for the plan pre-tax. Because they allow this to happen, they do require that as long as your account is through ManCan, you have to stay enrolled in these plans. As such, you're only allowed to make changes to these plans during your eligibility window, such as your new hire window, or open enrollment once a year. Outside of those windows, you are locked into these plans unless you have a qualifying life event, such as getting married, having another child, or getting an insurance plan from another insurance company. Any questions regarding that?

Speaker speaker_1: Uh, no.

Speaker speaker_0: All right then. So that's everything I needed to go over to get your enrollment set up. And again, just give us a call-

Speaker speaker_1: Um, w- who are the actual benefits through, so I can try and schedule, uh, a dentist appointment-

Speaker speaker_0: Your-

Speaker speaker_1: ... for my kid? Like, who's the-

Speaker speaker_0: Okay. Your-

Speaker speaker_1: ... major provider?

Speaker speaker_0: Yeah, your, your medical and dental are both through American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: Your vision is through MetLife.

Speaker speaker_1: Okay.

Speaker speaker_0: And then the behavioral health... One moment. The behavioral health is in-house. That's through Benefits in a Card directly.

Speaker speaker_1: Okay. All right, then.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: Sweet. Uh, would I be able to get a confirmation email? Uh, just kind of like what, what all, uh, I guess, all this information-

Speaker speaker_0: Yeah, we can-

Speaker speaker_1: ... that we talked about?

Speaker speaker_0: Yeah, we can, we can get that out... Uh, we can get an enrollment confirmation out to you. Uh, can you confirm-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we have your email address on file as jimburnham90@gmail.com?

Speaker speaker_1: Yep. That's correct.

Speaker speaker_0: All right, I'll go ahead and, uh, send that on over to the team that handles those emails. Um, you should receive that, uh, before end of business today. Um, if you don't see this in your inbox, it could... It, uh, may have gotten to your, your spam folder, but it's coming from info@benefitsinacard.com. All right?

Speaker speaker_1: All right.

Speaker speaker_0: All right then. Um, right now, Mr. Burnham, was there anything else I could help with?

Speaker speaker_1: No, I believe that's it.

Speaker speaker_0: All right. Well, if that's everything, thanks again for calling. You have a wonderful day.

Speaker speaker_1: You too. Thank you. Bye.

Speaker speaker_0: You're welcome. Bye now.