

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is ... how can I help you today? Uh, yes, uh, I was just confirming some information. I just started with MAU, and, uh, I was just checking to see when my insurance kicked in for, um, my pay. Okay. So, um, your health insurance benefits, uh, typically begin the Monday following the first deduction out of your paycheck, um, if you've enrolled into anything. Uh, have you seen any deductions out of any sort, any paychecks yet? Th- no, this is my, uh, actually I had that orientation yesterday, and my first day is today, and I was just, uh, yeah. Okay. So, yeah, if you enroll into any health insurance benefits, um, they typically take one to two weeks to process. Once processing is complete, you would start seeing deductions coming out of your paychecks. Once the deduct- once that deduction happens, your policy typically becomes effective the following Monday, and if you're, uh, if the policies you selected have ID cards, which would be, which would typically mean medical, dental, or vision policies, those ID cards would show up about a week or two after the policy's effective date. Okay. Yeah, but, I mean, we're covered though, uh, right after the first paycheck? Is that the deal? No, no, no, no, no. It's, it's the first deduction out of your paycheck. The first time the money for the insurance premium is taken out. Hm. What's effective... That's what I'm... I'm just trying to find out, yeah, the very first day this... Of coverage. Of coverage is. If it... Today is my first day starting. Okay. Okay, so let me see if I can explain it again. So whenever you sign up to enroll into any health insurance benefits- Which I have. ... the enrollment... Right. The enrollment process is one to two weeks. Okay. Once that one to... Once that one to two weeks is up, after that, you could start seeing those deductions coming out of your paychecks. When that happens is handled by MAU's payroll. We are not involved in that. Whenever they do that, when you see that deduction happen, your policy is typically effective the following Monday. So, it's the f- it's the Monday following the first deduction out of your paycheck, which is whenever MAU does that. So there's not a second? Okay. All right. So, I, I could get a check... You'll, you'll just have to... You'll just have to... Is there, is there even... But should I get a check this Friday, or should I get a check in two Fridays? That, that I do not know. We have nothing to do with payroll. Okay. Okay. Okay. Okay. All right. Can you talk to payroll? Uh. All right. Can you talk to p- Is payroll there? Can I talk to payroll about it? This, this, this is not MAU. This is Benefits in a Card. We handle healthcare- Oh, okay. All right, all right, all right. Okay, okay, okay. Okay. All good. Appreciate this. Yes, sir. Have a good day. Okay, thank you. You're welcome. 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 in a Card, this is ... how can I help you today?

Speaker speaker_2: Uh, yes, uh, I was just confirming some information. I just started with MAU, and, uh, I was just checking to see when my insurance kicked in for, um, my pay.

Speaker speaker_1: Okay. So, um, your health insurance benefits, uh, typically begin the Monday following the first deduction out of your paycheck, um, if you've enrolled into anything. Uh, have you seen any deductions out of any sort, any paychecks yet?

Speaker speaker_2: Th- no, this is my, uh, actually I had that orientation yesterday, and my first day is today, and I was just, uh, yeah.

Speaker speaker_1: Okay. So, yeah, if you enroll into any health insurance benefits, um, they typically take one to two weeks to process. Once processing is complete, you would start seeing deductions coming out of your paychecks. Once the deduct- once that deduction happens, your policy typically becomes effective the following Monday, and if you're, uh, if the policies you selected have ID cards, which would be, which would typically mean medical, dental, or vision policies, those ID cards would show up about a week or two after the policy's effective date.

Speaker speaker_2: Okay. Yeah, but, I mean, we're covered though, uh, right after the first paycheck? Is that the deal?

Speaker speaker_1: No, no, no, no, no. It's, it's the first deduction out of your paycheck. The first time the money for the insurance premium is taken out.

Speaker speaker_2: Hm.

Speaker speaker_3: What's effective...

Speaker speaker_2: That's what I'm... I'm just trying to find out, yeah, the very first day this... Of coverage. Of coverage is. If it... Today is my first day starting.

Speaker speaker_1: Okay. Okay, so let me see if I can explain it again. So whenever you sign up to enroll into any health insurance benefits-

Speaker speaker_2: Which I have.

Speaker speaker_1: ... the enrollment... Right. The enrollment process is one to two weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: Once that one to... Once that one to two weeks is up, after that, you could start seeing those deductions coming out of your paychecks. When that happens is handled by MAU's payroll. We are not involved in that. Whenever they do that, when you see that deduction happen, your policy is typically effective the following Monday. So, it's the f- it's the Monday following the first deduction out of your paycheck, which is whenever MAU does that.

Speaker speaker_3: So there's not a second?

Speaker speaker_2: Okay. All righty. So, I, I could get a check...

Speaker speaker_1: You'll, you'll just have to... You'll just have to...

Speaker speaker_2: Is there, is there even... But should I get a check this Friday, or should I get a check in two Fridays?

Speaker speaker_1: That, that I do not know. We have nothing to do with payroll.

Speaker speaker_2: Okay. Okay. Okay. Okay. All right.

Speaker speaker_3: Can you talk to payroll?

Speaker speaker_2: Uh.

Speaker speaker_1: All right.

Speaker speaker_2: Can you talk to p- Is payroll there? Can I talk to payroll about it?

Speaker speaker_1: This, this, this is not MAU. This is Benefits in a Card. We handle healthcare-

Speaker speaker_2: Oh, okay. All right, all right, all right. Okay, okay, okay. Okay. All good. Appreciate this.

Speaker speaker_1: Yes, sir. Have a good day.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Bye-bye.