

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, uh, Chris. My name is Glenn Holland, and, um, I recently started with a company called, um, MAU Workforce Solutions, and, um, I guess you guys provide, you know, benefit coverage, uh, through them or, um, yeah, so they could pass it along to their contractors. And, um, what's your, how to sign up? I s-... I'm looking at an enrollment form. It's actually, like, a hard copy page. Right. Where I could, uh, choose different options, you know, like your, um... I guess it's this Stay Healthy Plan, MEC, and then, uh, Insure Plus, Basic Insure Plus Enhanced, that kind of stuff. And, um, how would I... Do, do I go online? Is there, like, a website, or do I need to- Uh- ... try to get this form back? Uh, so you have a couple of options. Let me... One moment here. So, you can, uh, you can fill out that form and return it back to MAU to have that, to have them, uh, submit it and pro-... and, uh, send it over to us for processing. You can... There is an online portal, um, at mybenefitsinacard.com/mau. Uh, you can go there, or you can, uh, just enroll over the phone with one of our representatives here. Uh, hang on just a second. Let me... You said, what's the portal? Uh... Uh, it's mybenefitsinacard.com/mau. Can you spell that out? ... 'Cause I- Uh, so, so the, so the name of our company, Benefits in a Card, so B-E-N-E-F-I-T-S, then I-N-A-C-A-R-D. Okay..com/mau? Slash mau. Yes. Yes. MyBenefitsInacard/mau. Oh, okay. It looks like I need to... Oh, it's, I guess, MAU's login. Okay. All right. Okay. I guess we'll need to get the login to MAU then. Um- Uh, so- Or is it best to do it over the phone? So- I don't know. Whatever. It's, it's entirely up to you. So yeah, but that, that mybenefitsinacard.com/mau, um, that is going to be... Like, you just register on that portal with your information, and then you create your own account for that portal, and then you'd be able to, to enroll using that if you wish to do so, and see any documentation regarding what, what benefits are available, um, to kind of give you an idea of what, what plans are there. Um, if you would prefer, we can also email you a copy of that benefits guide as well. Um, if you want, you can do that over the phone with us after you've reviewed the information. It's, it's entirely up to you- Yeah. ... how you wanna do that. Oh, okay. Um, actually, this, this... I've, I've already been using everything. I- it just actually might be my last day to be able to, uh, get signed up. So, help me. I'll, uh, I'll be signing up, you know, today, or will need to anyway. Um, give me just a second. I was just gonna see if I could, uh, get into the portal with the information that I have right now. Could you give me just a second? I- if you've never been to this portal before, you will have to register. Oh, okay. Yeah, because this, this is- Oh, right. Yeah, it, this, this is its own... Like, you, you need to put in, like, your demographic information, like your address and your date of birth- Oh, okay. ... and your social and all that. Um, this- Yep. ... none of... But none of that gets put into this portal from MAU. You, you have to, you have to create- Oh, okay. ... your own account with all of your information yourself. Gotcha. Okay. All right. Well, let me give this a shot, and then, um... And

then if I have any questions, maybe I could, could call you back or- Yeah, that's entirely- ... or whatever. Yeah, that's entirely possible. If you, if you, um... Yeah, you can, you can definitely give this a shot, give it a try, see, see what you can do with it, and if you do have any questions or come, come across any issues, just give us a call back and we'll be able to help out. Okay. All right. Cool. Uh, I do appreciate it. No problem. Thanks again for calling and have a good day. All right. 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, uh, Chris. My name is Glenn Holland, and, um, I recently started with a company called, um, MAU Workforce Solutions, and, um, I guess you guys provide, you know, benefit coverage, uh, through them or, um, yeah, so they could pass it along to their contractors. And, um, what's your, how to sign up? I s-... I'm looking at an enrollment form. It's actually, like, a hard copy page.

Speaker speaker_0: Right.

Speaker speaker_1: Where I could, uh, choose different options, you know, like your, um... I guess it's this Stay Healthy Plan, MEC, and then, uh, Insure Plus, Basic Insure Plus Enhanced, that kind of stuff. And, um, how would I... Do, do I go online? Is there, like, a website, or do I need to-

Speaker speaker_0: Uh-

Speaker speaker_1: ... try to get this form back?

Speaker speaker_0: Uh, so you have a couple of options. Let me... One moment here. So, you can, uh, you can fill out that form and return it back to MAU to have that, to have them, uh, submit it and pro-... and, uh, send it over to us for processing. You can... There is an online portal, um, at mybenefitsinacard.com/mau. Uh, you can go there, or you can, uh, just enroll over the phone with one of our representatives here.

Speaker speaker_1: Uh, hang on just a second. Let me... You said, what's the portal? Uh...

Speaker speaker_0: Uh, it's [mybenefitsinacard.com/...](http://mybenefitsinacard.com/)

Speaker speaker_1: Can you spell that out? ... 'Cause I-

Speaker speaker_0: Uh, so, so the, so the name of our company, Benefits in a Card, so B-E-N-E-F-I-T-S, then I-N-A-C-A-R-D.

Speaker speaker_1: Okay..com/mau?

Speaker speaker_0: Slash mau. Yes. Yes. MyBenefitsInacard/mau.

Speaker speaker_1: Oh, okay. It looks like I need to... Oh, it's, I guess, MAU's login. Okay. All right. Okay. I guess we'll need to get the login to MAU then. Um-

Speaker speaker_0: Uh, so-

Speaker speaker_1: Or is it best to do it over the phone?

Speaker speaker_0: So-

Speaker speaker_1: I don't know. Whatever.

Speaker speaker_0: It's, it's entirely up to you. So yeah, but that, that mybenefitsinacard.com/mau, um, that is going to be... Like, you just register on that portal with your information, and then you create your own account for that portal, and then you'd be able to, to enroll using that if you wish to do so, and see any documentation regarding what, what benefits are available, um, to kind of give you an idea of what, what plans are there. Um, if you would prefer, we can also email you a copy of that benefits guide as well. Um, if you want, you can do that over the phone with us after you've reviewed the information. It's, it's entirely up to you-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... how you wanna do that.

Speaker speaker_1: Oh, okay. Um, actually, this, this... I've, I've already been using everything. I- it just actually might be my last day to be able to, uh, get signed up. So, help me. I'll, uh, I'll be signing up, you know, today, or will need to anyway. Um, give me just a second. I was just gonna see if I could, uh, get into the portal with the information that I have right now. Could you give me just a second?

Speaker speaker_0: I- if you've never been to this portal before, you will have to register.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah, because this, this is-

Speaker speaker_1: Oh, right.

Speaker speaker_0: Yeah, it, this, this is its own... Like, you, you need to put in, like, your demographic information, like your address and your date of birth-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... and your social and all that. Um, this-

Speaker speaker_1: Yep.

Speaker speaker_0: ... none of... But none of that gets put into this portal from MAU. You, you have to, you have to create-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... your own account with all of your information yourself.

Speaker speaker_1: Gotcha. Okay. All right. Well, let me give this a shot, and then, um... And then if I have any questions, maybe I could, could call you back or-

Speaker speaker_0: Yeah, that's entirely-

Speaker speaker_1: ... or whatever.

Speaker speaker_0: Yeah, that's entirely possible. If you, if you, um... Yeah, you can, you can definitely give this a shot, give it a try, see, see what you can do with it, and if you do have any questions or come, come across any issues, just give us a call back and we'll be able to help out.

Speaker speaker_1: Okay. All right. Cool. Uh, I do appreciate it.

Speaker speaker_0: No problem. Thanks again for calling and have a good day.

Speaker speaker_1: All right. You too. Thank you. Bye.

Speaker speaker_0: You're welcome. Bye now.