

Transcript: Chris Sofield

(deactivated)-6443400177598464-5572124789653504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris. This is Jay. Just hi. Um, is this for the MAU Workforce Solutions? Uh, we're the... We're one of the administrators for their insurance benefits, if that's what you're looking for. Yeah. Okay. Okay. How can I help you? So, so I went through their orientation or whatever, and I wasn't sure if I wanted anything at the time, especially with the health. I was like, it's kind of expensive. Um, so I don't know about the health insurance, but there are some other insurances we wanted to do, but I did say yes to, like, benefits, but... I just don't know, like... I don't know what access you guys have to my thing, or what, but... Um, okay- Um, I'm just trying to see about enrolling into them. Okay. Yeah, all we'd really be able to do is look into benefits information and see if, uh, see any sort of enrollment based off of that. Um, let me take a look and see if we have any files for you. What's the last four of your Social? 1592. And your last name? Waters. W-A-T-E-R-S. All right, and you said that was 1592? Yeah, 1592. Okay. Yeah, it doesn't look like we have anything on our system for you, Mr. Waters. Uh, was it... Confirm for me though, 'cause I know that they have benefits not only through us, but I believe through Blue Cross as well. Are you looking for information on their Blue Cross benefits? I don't think so. Okay. All right. It's just, I don't, I don't know. This is for MAU. So, it just says, "Benefits in a Card, Benefits Wizard." Okay. "Specially designed for MAU Workforce Solutions." Okay. Yeah, that's, that's the benefits that, that, that are administered, or, like, the enrollment's set up through us. Okay. I just wanted to make sure that we were looking at the right information 'cause I do, I do know that, like I said, they have an administrator for, I believe, Blue Cross benefits, but that's not us. So I just wanted to make sure that you were in the right place to begin with. Um... Okay. In order to get you enrolled into anything, Mr. Waters, I will need to, uh, create a file in our system. Uh, in order to get that, I am gonna need to get more information from you. Starting with, I will need to get your full Social at this time. Okay. Well, no, I'm okay. I don't want to enroll then, if it's that big of a thing. I just, I wanted to make sure that you weren't going to charge me 'cause I said yes to the, when I did the orientation thing, to, like, say I do want to probably enroll, but I didn't select any of the options at the time. So, I just didn't, I just wanted to make sure it wasn't going to charge me. Um- So, like, a default. If you... If you said that you wanted to enroll and then you actually, like, did not select anything to enroll into, then usually you're not going to get enrolled. However, that may lead to us needing to contact you in the future to, um, like, to clarify that, because we are still going to receive that document. Um, and without a file on the system to reference that you've already spoken with us and stated you don't want insurance, then, um, you're, you are going to get contacted by us regarding that. Uh, so that's, that's up to you on how you want to proceed with that. You can either just leave it alone and then just let us know again, uh, that you don't want it in the future if we do call you

about that, or we can create the file now and I can just document that to do everything all today. But again, completely up to you, sir. So, I don't know. I mean, I don't... Maybe I'll call the office really quick first, but I don't know. I mean, I just don't really want to work with any of the insurance again in general. I mean, how do I explain it? I just, I don't really want to, like, have any of the insurances here soon anyway 'cause I'll probably be hired on from someone else here hopefully next few months, but... I don't know. I'm just trying to make sure I have a little bit of something here, but I didn't want to do the medical, so I just wanted to make sure I wasn't going to get charged for that. You... So, you don't get enrolled into anything and nothing gets charged, and nothing gets deducted from your paycheck for insurance if you, if you did not enroll into anything. If you sel- if you did not select an insurance plan to enroll into, then obviously you can't get enrolled and there's no way that any deductions can happen 'cause it doesn't exist. Okay. All right, sounds good. Thank you. You're welcome. Anything else? That was all. Have a good day. All right. Have a good day.

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 Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. This is Jay. Just hi. Um, is this for the MAU Workforce Solutions?

Speaker speaker_1: Uh, we're the... We're one of the administrators for their insurance benefits, if that's what you're looking for.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: How can I help you?

Speaker speaker_2: So, so I went through their orientation or whatever, and I wasn't sure if I wanted anything at the time, especially with the health. I was like, it's kind of expensive. Um, so I don't know about the health insurance, but there are some other insurances we wanted to do, but I did say yes to, like, benefits, but... I just don't know, like... I don't know what access you guys have to my thing, or what, but...

Speaker speaker_1: Um, okay-

Speaker speaker_2: Um, I'm just trying to see about enrolling into them.

Speaker speaker_1: Okay. Yeah, all we'd really be able to do is look into benefits information and see if, uh, see any sort of enrollment based off of that. Um, let me take a look and see if we have any files for you. What's the last four of your Social?

Speaker speaker_2: 1592.

Speaker speaker_1: And your last name?

Speaker speaker_2: Waters. W-A-T-E-R-S.

Speaker speaker_1: All right, and you said that was 1592?

Speaker speaker_2: Yeah, 1592.

Speaker speaker_1: Okay. Yeah, it doesn't look like we have anything on our system for you, Mr. Waters. Uh, was it... Confirm for me though, 'cause I know that they have benefits not only through us, but I believe through Blue Cross as well. Are you looking for information on their Blue Cross benefits?

Speaker speaker_2: I don't think so.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: It's just, I don't, I don't know. This is for MAU. So, it just says, "Benefits in a Card, Benefits Wizard."

Speaker speaker_1: Okay.

Speaker speaker_2: "Specially designed for MAU Workforce Solutions."

Speaker speaker_1: Okay. Yeah, that's, that's the benefits that, that, that are administered, or, like, the enrollment's set up through us. Okay. I just wanted to make sure that we were looking at the right information 'cause I do, I do know that, like I said, they have an administrator for, I believe, Blue Cross benefits, but that's not us. So I just wanted to make sure that you were in the right place to begin with. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: In order to get you enrolled into anything, Mr. Waters, I will need to, uh, create a file in our system. Uh, in order to get that, I am gonna need to get more information from you. Starting with, I will need to get your full Social at this time.

Speaker speaker_2: Okay. Well, no, I'm okay. I don't want to enroll then, if it's that big of a thing. I just, I wanted to make sure that you weren't going to charge me 'cause I said yes to the, when I did the orientation thing, to, like, say I do want to probably enroll, but I didn't select any of the options at the time. So, I just didn't, I just wanted to make sure it wasn't going to charge me.

Speaker speaker_1: Um-

Speaker speaker_2: So, like, a default.

Speaker speaker_1: If you... If you said that you wanted to enroll and then you actually, like, did not select anything to enroll into, then usually you're not going to get enrolled. However, that may lead to us needing to contact you in the future to, um, like, to clarify that, because we are still going to receive that document. Um, and without a file on the system to reference that

you've already spoken with us and stated you don't want insurance, then, um, you're, you are going to get contacted by us regarding that. Uh, so that's, that's up to you on how you want to proceed with that. You can either just leave it alone and then just let us know again, uh, that you don't want it in the future if we do call you about that, or we can create the file now and I can just document that to do everything all today. But again, completely up to you, sir.

Speaker speaker_2: So, I don't know. I mean, I don't... Maybe I'll call the office really quick first, but I don't know. I mean, I just don't really want to work with any of the insurance again in general. I mean, how do I explain it? I just, I don't really want to, like, have any of the insurances here soon anyway 'cause I'll probably be hired on from someone else here hopefully next few months, but... I don't know. I'm just trying to make sure I have a little bit of something here, but I didn't want to do the medical, so I just wanted to make sure I wasn't going to get charged for that.

Speaker speaker_1: You... So, you don't get enrolled into anything and nothing gets charged, and nothing gets deducted from your paycheck for insurance if you, if you did not enroll into anything. If you sel- if you did not select an insurance plan to enroll into, then obviously you can't get enrolled and there's no way that any deductions can happen 'cause it doesn't exist.

Speaker speaker_2: Okay. All right, sounds good. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: That was all. Have a good day.

Speaker speaker_1: All right. Have a good day.