

Transcript: Estefania

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Full Transcript

Your call may be monitored- Hello? ... or recorded for quality assurance purposes. Hello? Hey, do you have the... I'm calling from Benefits and a Card on behalf of the Mega 4 Staffing Group. I'm looking to speak with Mr. McDonald? Uh, yes, he's speaking. Hello? Hey, good afternoon. We're currently processing an enrollment form that you filled out on April the 9th for the healthcare benefits that they offer through their staffing agencies. You selected to be enrolled into a few plans for employee and family, but you didn't provide any of the dependents' information, like their name, date of birth, social- Oh. ... number, um, and gender. So we were actually wondering to see if you wanted to be enrolled with your family still, which means like child and spouse and yourself, or if you wanted to do the employee-only plan for the selected plans? Um, well, can I do the employee for right now and then probably, like, switch it over once I get everybody's information in or...? Yes. So for now, I can change the plans to employee only for what you selected. Um, if you do wanna add your family into the coverage, they do give you 30 days from the day that you receive your first check to give us a call and make those changes. After those 30 days, if you miss that deadline, you would have to wait for the next company open enrollment to do those changes. Um, but for now I can change it to employee only. And let me see when their, um, company's within company open enrollment, just in case you miss it, um, just so that at least you know when their enrollment period is. Give me one second. Let me verify. So it looks like for them, it's in the month of December. Um, so if you do decide to add your family, just keep in mind they do give you 30 days from the time that you receive your first check to give us a call and make those changes. Um, if you miss those 30 days, you do have to wait till the month of December when they're back within company open enrollment. So as long as you call within that window, you can make those changes. Okay. Um, but for now, I did, um, I do have ID Experts, which is identity protection, behavior health, which is only virtual counseling, uh, the NEC Tele-RSUN, which is your preventative, group accident, critical illness, vision, term life, dental, and we are a virtual primary care. Did you have any questions regarding any of those plans? Um, no, ma'am, I don't have no questions for now. Okay. So, it looks like that would be a weekly deduction of \$35.59 weekly from your paycheck. Please allow one or two weeks for Mega 4 Staffing to make the first deduction from your paycheck. Once you see that first deduction, the following Monday, your plan becomes effective. And by that first week of active coverage, you should be getting three cards, dental, vision, and your preventative. And if you have a doctor's appointment coming up, you still don't have your cards, you can just contact us and we'll email them to you electronically. Um, but if you do want to add your family, you do have 30 days from the time that you get your first check to give us a call and do so. After those 30 days, you would have to do it within company open enrollment. Okay? Okay. Yes, ma'am. All right. Well, that's all I needed from you. Hope you have a great day. All right. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello?

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, do you have the... I'm calling from Benefits and a Card on behalf of the Mega 4 Staffing Group. I'm looking to speak with Mr. McDonald?

Speaker speaker_1: Uh, yes, he's speaking. Hello?

Speaker speaker_2: Hey, good afternoon. We're currently processing an enrollment form that you filled out on April the 9th for the healthcare benefits that they offer through their staffing agencies. You selected to be enrolled into a few plans for employee and family, but you didn't provide any of the dependents' information, like their name, date of birth, social-

Speaker speaker_1: Oh.

Speaker speaker_2: ... number, um, and gender. So we were actually wondering to see if you wanted to be enrolled with your family still, which means like child and spouse and yourself, or if you wanted to do the employee-only plan for the selected plans?

Speaker speaker_1: Um, well, can I do the employee for right now and then probably, like, switch it over once I get everybody's information in or...?

Speaker speaker_2: Yes. So for now, I can change the plans to employee only for what you selected. Um, if you do wanna add your family into the coverage, they do give you 30 days from the day that you receive your first check to give us a call and make those changes. After those 30 days, if you miss that deadline, you would have to wait for the next company open enrollment to do those changes. Um, but for now I can change it to employee only. And let me see when their, um, company's within company open enrollment, just in case you miss it, um, just so that at least you know when their enrollment period is. Give me one second. Let me verify. So it looks like for them, it's in the month of December. Um, so if you do decide to add your family, just keep in mind they do give you 30 days from the time that you receive your first check to give us a call and make those changes. Um, if you miss those 30 days, you do have to wait till the month of December when they're back within company open enrollment. So as long as you call within that window, you can make those changes.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, but for now, I did, um, I do have ID Experts, which is identity protection, behavior health, which is only virtual counseling, uh, the NEC Tele-RSUN, which is your preventative, group accident, critical illness, vision, term life, dental, and we are a virtual primary care. Did you have any questions regarding any of those plans?

Speaker speaker_1: Um, no, ma'am, I don't have no questions for now.

Speaker speaker_2: Okay. So, it looks like that would be a weekly deduction of \$35.59 weekly from your paycheck. Please allow one or two weeks for Mega 4 Staffing to make the first deduction from your paycheck. Once you see that first deduction, the following Monday, your plan becomes effective. And by that first week of active coverage, you should be getting three cards, dental, vision, and your preventative. And if you have a doctor's appointment coming up, you still don't have your cards, you can just contact us and we'll email them to you electronically. Um, but if you do want to add your family, you do have 30 days from the time that you get your first check to give us a call and do so. After those 30 days, you would have to do it within company open enrollment. Okay?

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_2: All right. Well, that's all I needed from you. Hope you have a great day.

Speaker speaker_1: All right. You too.