

Transcript: Estefania

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Full Transcript

Your call is being monitored for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and a Card on behalf of MAU. We're currently processing an enrollment form that you filled out on March 4th, um, for Alexander K. Williams? Yes, that's me. Um, I'm calling because you filled out the enrollment form for the healthcare benefits that this staffing agency offers. However, you selected all of the medical plans, um, so I was actually calling to see exactly which one you wanted. Um, you selected the Stay Healthy, which is only a preventative plan, and it's only gonna cover things such as a physical, some vaccines, some activity and cancer screenings. But it doesn't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. Um, and it does require you to stay within the network. Uh, then you also selected the Ensure Plus Basic. That one only covers like your actual doctor visits, if you were to get sick, or hospital visits, urgent care, emergency room and surgeries. However, they don't cover your preventative, which would be like a physical and your annuals. Um, you also selected the Enhanced, which is technically what the Basic offers, just it covers a little bit more in dollar amount. And then you also selected Stay Healthy NEC Enhanced, which is a preventative plan as well as a hospital indemnity plan. So it'll cover, um, your preventative services which are like a physical, the vaccines, and testing, cancer screening, and it also covers doctor visits if sick, hospital visits if injured, urgent care, emergency room and surgeries. So it's the only one that covers both areas. However, um, it does require you to stay within the network and it also requires copays. And the last one? How much is that one? Okay. The Ensure Plus Enhanced? Um, that- Mm-hmm. ... one is \$24.69 a week. It is under a IRS regulation just like dental and vision, which you also selected. Um, so technically your medical plan, the Ensure Plus Enhanced, which is the one that covers preventative and hospital indemnity, requires you to stay within the network and it requires copays. Um, for that one, dental, vision, they're under the IRS regulation that allows you to pay these plans with no taxes. However, if you do want to cancel the plan, or m- add dependents later on, it is very important that you know that the only time that you're able to cancel these three plans are within your first 30 days of receiving your check. After those 30 days, if you do want to cancel, you would have to wait for the next company open enrollment, which I believe is held in the month of December, if I'm not mistaken, but I can verify real quick. Yes. Last year it was between December 23rd till January 31st. So, um, if you do change your mind, it's very important that you call within those 30 days. After those 30 days, if you call to cancel or add dependents, they're gonna tell you that unfortunately since it's under Section 125, that you have to wait for the next company open enrollment. Okay, that's fine. Okay. Um, and then since you want to be enrolled into those, let me give you your total. So I have. Sorry. I have dental for \$3.51 a week, vision for \$2.15 a week, and then I have your NEC Enhanced, which is your preventative plan, as well as your hospital indemnity plan for

\$23.13. That would be a weekly deduction of \$28.79 from your paycheck. Okay. Do you allow MAU to make this weekly deduction? Yeah, that's fine. Okay. Please allow one or two weeks for MAU to start making the first deduction for \$28.79 out of your paycheck. Once you see the very first deduction of the \$28.79, the following Monday of that first deduction is when your dental plan, vision plan and NEC Enhanced plan goes into effect. And by that first week, you should be getting your dental card, vision card, and NEC Enhanced card sent to your, um, house. And if you don't receive it for some reason and your s- or you still have a doctor's appointment, you're welcome to call us and we can send it to you via email. Okay. Okay. And then the list of the providers, um, the phone number to access that would be mailed out with the card. Okay, that's fine. Okay. Well, thank you for your time. I hope you have a great day. You too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call is being monitored for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits and a Card on behalf of MAU. We're currently processing an enrollment form that you filled out on March 4th, um, for Alexander K. Williams?

Speaker speaker_2: Yes, that's me.

Speaker speaker_1: Um, I'm calling because you filled out the enrollment form for the healthcare benefits that this staffing agency offers. However, you selected all of the medical plans, um, so I was actually calling to see exactly which one you wanted. Um, you selected the Stay Healthy, which is only a preventative plan, and it's only gonna cover things such as a physical, some vaccines, some activity and cancer screenings. But it doesn't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. Um, and it does require you to stay within the network. Uh, then you also selected the Ensure Plus Basic. That one only covers like your actual doctor visits, if you were to get sick, or hospital visits, urgent care, emergency room and surgeries. However, they don't cover your preventative, which would be like a physical and your annuals. Um, you also selected the Enhanced, which is technically what the Basic offers, just it covers a little bit more in dollar amount. And then you also selected Stay Healthy NEC Enhanced, which is a preventative plan as well as a hospital indemnity plan. So it'll cover, um, your preventative services which are like a physical, the vaccines, and testing, cancer screening, and it also covers doctor visits if sick, hospital visits if injured, urgent care, emergency room and surgeries. So it's the only one that covers both areas. However, um, it does require you to stay within the network and it also requires copays.

Speaker speaker_2: And the last one? How much is that one?

Speaker speaker_1: Okay. The Ensure Plus Enhanced? Um, that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... one is \$24.69 a week. It is under a IRS regulation just like dental and vision, which you also selected. Um, so technically your medical plan, the Ensure Plus Enhanced, which is the one that covers preventative and hospital indemnity, requires you to stay within the network and it requires copays. Um, for that one, dental, vision, they're under the IRS regulation that allows you to pay these plans with no taxes. However, if you do want to cancel the plan, or m- add dependents later on, it is very important that you know that the only time that you're able to cancel these three plans are within your first 30 days of receiving your check. After those 30 days, if you do want to cancel, you would have to wait for the next company open enrollment, which I believe is held in the month of December, if I'm not mistaken, but I can verify real quick. Yes. Last year it was between December 23rd till January 31st. So, um, if you do change your mind, it's very important that you call within those 30 days. After those 30 days, if you call to cancel or add dependents, they're gonna tell you that unfortunately since it's under Section 125, that you have to wait for the next company open enrollment.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: Okay. Um, and then since you want to be enrolled into those, let me give you your total. So I have. Sorry. I have dental for \$3.51 a week, vision for \$2.15 a week, and then I have your NEC Enhanced, which is your preventative plan, as well as your hospital indemnity plan for \$23.13. That would be a weekly deduction of \$28.79 from your paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you allow MAU to make this weekly deduction?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Okay. Please allow one or two weeks for MAU to start making the first deduction for \$28.79 out of your paycheck. Once you see the very first deduction of the \$28.79, the following Monday of that first deduction is when your dental plan, vision plan and NEC Enhanced plan goes into effect. And by that first week, you should be getting your dental card, vision card, and NEC Enhanced card sent to your, um, house. And if you don't receive it for some reason and your s- or you still have a doctor's appointment, you're welcome to call us and we can send it to you via email.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And then the list of the providers, um, the phone number to access that would be mailed out with the card.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: Okay. Well, thank you for your time. I hope you have a great day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye.