

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hey, how you doing today? I was calling because I missed a phone call from you guys about my, uh, health benefits. Okay. What staffing agency are you working with? MAU located in, uh, Lexington, South Carolina. And then what is the last four of your Social? 4816. I have 803-856-3844 as the phone number. And then M-A-L-I-K period last name @yahoo.com. Is that up to date? Yeah, that's it. Okay, so it looks like they were processing an enrollment form that you filled out on April the 4th for the healthcare benefits that MAU offers through their staffing agency. You selected to be enrolled into all of the medical plans and all of them cannot be combined due to the fact that they're all medical plans. Um, and then they were actually calling to see which one exactly you wanted to be enrolled into. Since you didn't answer, they did go ahead and enroll you into the lowest level of coverage, being the Stay Healthy NEC, which is only a preventative plan, and then the EnsurePlus Basic, which is your hospital indemnity. Mm-hmm. Um, as well as dental, short-term disability, life, critical illness, group accident, behavioral health, and ID Social Plus. Um, so they were actually calling to see exactly who, what you wanted to be enrolled into due to the fact that 'cause they all can't be combined. Yeah, that's, uh, what they got me in already, that's fine. Actually, give me one second. They didn't select any coverage. Did you wanna go ahead and do that though? Um... Yeah, we can do that. So did you want me to go over... Oh, actually, give me one second. So I can go ahead and notate that you wanna be enrolled into those selected plans. However, they will do a eligibility review to see if you can enroll into them, um, due to the fact that we have multiple hire dates. Um, if they, if you do, if you are eligible, they will go ahead and enroll you into these plans. Um, if you're not, they won't, but if you want, I can be checking throughout the week just in case, just so that you at least know if you're eligible or not. And then I'll go ahead and notate the plans that you wanted to be enrolled into. And if you are, they'll go ahead and process the enrollment and I'll call you to let you know if you are or are not. All right. Yeah. Okay? But I'll go ahead and notate that. Okay. All right. All right. And then I was gonna tell you, I don't know if you were aware, but the medical plans that you selected, all of the medical plans as well as dental, dental, it's under a, um, IRS regulation called Section 125, which technically this, um, regulation allows you to pay those plans with pre-tax dollars. However, if you did wanna cancel or make any changes to those plans, like add dependents later on, you would have to do it within the first 30 days of receiving your first check or within company open enrollment, um, which for them I believe it's in the month of December. Okay? Okay. I just wanted to inform you regarding that. But I'll go ahead and notate what you want to be enrolled into, and if you are eligible they'll go ahead and enroll you and then I'll just call you to let you know. All right. Thank you. You're welcome. Have a nice day, sir.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, how you doing today? I was calling because I missed a phone call from you guys about my, uh, health benefits.

Speaker speaker_0: Okay. What staffing agency are you working with?

Speaker speaker_1: MAU located in, uh, Lexington, South Carolina.

Speaker speaker_0: And then what is the last four of your Social?

Speaker speaker_1: 4816.

Speaker speaker_0: I have 803-856-3844 as the phone number. And then M-A-L-I-K period last name @yahoo.com. Is that up to date?

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: Okay, so it looks like they were processing an enrollment form that you filled out on April the 4th for the healthcare benefits that MAU offers through their staffing agency. You selected to be enrolled into all of the medical plans and all of them cannot be combined due to the fact that they're all medical plans. Um, and then they were actually calling to see which one exactly you wanted to be enrolled into. Since you didn't answer, they did go ahead and enroll you into the lowest level of coverage, being the Stay Healthy NEC, which is only a preventative plan, and then the EnsurePlus Basic, which is your hospital indemnity.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, as well as dental, short-term disability, life, critical illness, group accident, behavioral health, and ID Social Plus. Um, so they were actually calling to see exactly who, what you wanted to be enrolled into due to the fact that 'cause they all can't be combined.

Speaker speaker_1: Yeah, that's, uh, what they got me in already, that's fine.

Speaker speaker_0: Actually, give me one second. They didn't select any coverage. Did you wanna go ahead and do that though? Um...

Speaker speaker_1: Yeah, we can do that.

Speaker speaker_0: So did you want me to go over... Oh, actually, give me one second. So I can go ahead and notate that you wanna be enrolled into those selected plans. However, they will do a eligibility review to see if you can enroll into them, um, due to the fact that we have multiple hire dates. Um, if they, if you do, if you are eligible, they will go ahead and enroll you into these plans. Um, if you're not, they won't, but if you want, I can be checking throughout the week just in case, just so that you at least know if you're eligible or not. And then I'll go ahead and notate the plans that you wanted to be enrolled into. And if you are, they'll go

ahead and process the enrollment and I'll call you to let you know if you are or are not.

Speaker speaker_1: All right.

Speaker speaker_0: Yeah. Okay? But I'll go ahead and notate that.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right. And then I was gonna tell you, I don't know if you were aware, but the medical plans that you selected, all of the medical plans as well as dental, dental, it's under a, um, IRS regulation called Section 125, which technically this, um, regulation allows you to pay those plans with pre-tax dollars. However, if you did wanna cancel or make any changes to those plans, like add dependents later on, you would have to do it within the first 30 days of receiving your first check or within company open enrollment, um, which for them I believe it's in the month of December. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: I just wanted to inform you regarding that. But I'll go ahead and notate what you want to be enrolled into, and if you are eligible they'll go ahead and enroll you and then I'll just call you to let you know.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Have a nice day, sir.