

Transcript: Francesca

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Full Transcript

Thank you for calling Francesca. How can I assist you today? Yeah, I'd like to be enrolled in the benefits. What staffing company do you work with? Yeah, um, Greenleaf Landscaping. No, for the staffing company. Oh, ManCan. What are the last four of the Social and the last name? Hunter-Davis. I'm sorry, I'm still waiting for the last four of your Social, please. 8213. Could you verify your mailing address and date of birth? 06023 119 Machine Drive. And you said date of birth was 06/02/2003? Yes, ma'am. We have the best number to reach you down as 740-525-5090 with the email of waylonestad1002@gmail.com. Yes, ma'am. Did you know which benefit plans you wanted to be enrolled into? Excuse me? Yes, sir. Did you know which benefit plans you were looking to be enrolled into? You got, uh, medical c- care or... Let's see. So currently they're offering a total of three medical plans, the VAP Standard, the VAP Classic, which will be their hospital indemnity, and the Stay Healthy 10ac to our ex, which will be their medical preventative. Um, we'll do the first one. The VAP Standard? Mm-hmm. And were you looking to add any dependents to the policy or just yourself? Just myself. All right, so that VAP Standard for employee only is \$16.22 per paycheck. Was there any other plan you would like to add? No, thank you. All right, do you authorize ManCan to make a deduction of \$16.22 per paycheck for the medical plan selected? I do. All right, please allow one to two weeks for them to start making your deductions. When you see that very first deduction, following Monday will be when the coverage becomes effective. And that same week of activation, Friday will be when your carrier sends out the benefit cards. All right, thank you. Now... Of course. Um, now the carrier for that specific plan, American Public Life, for some reason they don't do physical cards with their medical plans. They only do a digital copy. So if you did want a hard copy to be sent to your mail at home, give us a call so that we can put in that mail request once you're active. All right. All right. And then last thing to say will be your personal enrollment period doesn't end 'til May 3rd. That plan that you're being enrolled into is under Section 125, which means that you will not be paying taxes on it due to the fact that it is a tax-free plan. The IRS has a restriction where you cannot make changes or cancellations unless you have an open enrollment period or a qualified life event. So you have 'til May 3rd to make any policy changes. All right. All right. So you are all set. Was there anything else we can assist you with today? No, ma'am. Have a great day and thank you for calling Benefits and Work Hard today.

Conversation Format

Speaker speaker_0: Thank you for calling Francesca. How can I assist you today?

Speaker speaker_1: Yeah, I'd like to be enrolled in the benefits.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Yeah, um, Greenleaf Landscaping.

Speaker speaker_0: No, for the staffing company.

Speaker speaker_1: Oh, ManCan.

Speaker speaker_0: What are the last four of the Social and the last name?

Speaker speaker_1: Hunter-Davis.

Speaker speaker_0: I'm sorry, I'm still waiting for the last four of your Social, please.

Speaker speaker_1: 8213.

Speaker speaker_0: Could you verify your mailing address and date of birth?

Speaker speaker_1: 06023 119 Machine Drive.

Speaker speaker_0: And you said date of birth was 06/02/2003?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: We have the best number to reach you down as 740-525-5090 with the email of waylonestad1002@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Did you know which benefit plans you wanted to be enrolled into?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Yes, sir. Did you know which benefit plans you were looking to be enrolled into?

Speaker speaker_1: You got, uh, medical c- care or...

Speaker speaker_0: Let's see. So currently they're offering a total of three medical plans, the VAP Standard, the VAP Classic, which will be their hospital indemnity, and the Stay Healthy 10ac to our ex, which will be their medical preventative.

Speaker speaker_1: Um, we'll do the first one.

Speaker speaker_0: The VAP Standard?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And were you looking to add any dependents to the policy or just yourself?

Speaker speaker_1: Just myself.

Speaker speaker_0: All right, so that VAP Standard for employee only is \$16.22 per paycheck. Was there any other plan you would like to add?

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right, do you authorize ManCan to make a deduction of \$16.22 per paycheck for the medical plan selected?

Speaker speaker_1: I do.

Speaker speaker_0: All right, please allow one to two weeks for them to start making your deductions. When you see that very first deduction, following Monday will be when the coverage becomes effective. And that same week of activation, Friday will be when your carrier sends out the benefit cards.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Now... Of course. Um, now the carrier for that specific plan, American Public Life, for some reason they don't do physical cards with their medical plans. They only do a digital copy. So if you did want a hard copy to be sent to your mail at home, give us a call so that we can put in that mail request once you're active.

Speaker speaker_1: All right.

Speaker speaker_0: All right. And then last thing to say will be your personal enrollment period doesn't end 'til May 3rd. That plan that you're being enrolled into is under Section 125, which means that you will not be paying taxes on it due to the fact that it is a tax-free plan. The IRS has a restriction where you cannot make changes or cancellations unless you have an open enrollment period or a qualified life event. So you have 'til May 3rd to make any policy changes.

Speaker speaker_1: All right.

Speaker speaker_0: All right. So you are all set. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Have a great day and thank you for calling Benefits and Work Hard today.