

Transcript: Francesca

Baez-5040919975510016-6595291658272768

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Okay. ... Program. My name is Francesca. How can I help you today? Yeah, um, I was just on the phone with someone just now. Uh, we were talking about the, um, benefits, benefits plan and all that. Uh, I work with, um, uh, Purdue and they put me on with the, um, personal, um, personnel, partners personnel. They, they gave me the number to enroll with the benefits and medical and dental. I used to talk to somebody but then the phone lost service, so I don't know how that went. Okay. What are the last four of the social? 6-8-3-8. And the last name, please? My last name? Yes, sir. Crowley, Crowley, Marcus Crowley. And for security purposes, please verify your mailing address and date of birth. 129 South Sycamore Street, apartment 811. Did, did, did he change it yet? 'Cause the person I was just talking to, he, he changed it to my new address, but I don't know if he changing that. Did he change it yet? No, sir. I show a different address on the account. It's, it's 109? It's, it's 109 Perry Street? Yes, sir. All right. 'Cause I was just on the phone with him, he just changed it. Okay, that's my new, that's my new address I moved to. 'Cause at first I gave my dad what it was under at first, but now this is my new one, 109 Perry Street, apartment 20. That right? Yes, sir. And then can I have the date of birth? March 29th, '83. I have your phone number down as 838-5357. Yes, ma'am. That's me. And I have your email down as VAGladiator83@gmail.com. Yes, ma'am. All right, and then you did say you were looking to enroll into dental and medical or was it vision? I'm sorry. Yeah, that's, that's for both of them. He was telling me, um, the prices and all that stuff. Oh, okay. So you didn't get to enroll yet. Okay, so dental, there's only one plan being offered. It's \$3.63 per paycheck for employee only. Are you looking to add a dependent to the policy? Uh, yeah, just me. Okay. So that plan will cover your preventative services at 100%, basic services, basic restorative services and your radiographs at 80%. It does cover a total maximum of services \$500 per year, with a \$50 deductible. Okay. Um, with the medical, uh, situation... Well, uh, I don't need medical. Yeah, but the medical situation is- Standard. It's the standard and with the medical, right, um, that comes on the... We get paid too, right? Everything is separate. Yes, sir. All right. How, how much is the, um, how much, how much you said it was? Like 17 or something? The BAP standard? 17.66. Mm-hmm. Oh, yeah, do that one. Yeah, I want to do that one and, and the dental. Okay. So just dental and medical, correct? Yes, ma'am. So you're looking at \$21.29 per paycheck. We authorize Partners Personnel to make those deductions for you. Yeah, that's good. Um, did y'all mess with, um, one more thing. Did y'all mess with... Do y'all do vision? Yes, sir. Had actually do for one vision plan. It is \$2.15 per paycheck. It has a \$10 copay for exams, a \$25 copay for lenses and frames, \$0 copay for contact lens fittings and \$130 frame allowance. Okay. You can put that on there too. Any other plan you would like to add before I submit? No, ma'am. Just, just those three. That's it, and I appreciate you. So you

authorize Partners Personnel to make the deduction of \$23.44 for the selected benefits? Yeah. All right. We... Oh. Excuse me. Please allow one to two weeks for them to start making your deductions. When you see the first deduction being made following Monday, coverage will become effective. That same week of activation, Friday will be when your carrier mails out your benefit cards. For the BAP standard one, American Public Life only does a digital copy of their medical cards. They're going to send it to your email. If you do want a hard copy for them to send it to your home, once you see the deduction, give us a call of that week of activation so we can request for them to put in a mail order for that card. Okay? All right. And then the last thing to mention is the fact that all three plans are under Section 125 with the IRS, which is a regulation where they take those deductions out of your pay stub prior to your tax deductions. They do have restrictions on them where you cannot make changes or cancellations unless you have a company open enrollment period, have a qualified life event, or a personal open enrollment period. Your personal enrollment- Okay. ... period will end on November 20th. So you have all the way to the 20th of November to make any changes to this policy. Okay. All right. Now, is there anything else that you would like us to assist you with today? No, ma'am. That'll be it. All right. That's it. I do hope you have a wonderful rest of your day. Thank you so much for your time today. Uh, where would... You know where it would start? No, sir. All that we are aware of is that it takes one to two weeks for them to make those deductions since we don't have access to your pay stub. Okay. Okay. That's cool. All right. Thank you. I appreciate you. You're welcome. Thank you, sir. I appreciate you allowing us to assist you today. I hope you have a wonderful rest of your day. All right. You too. All right. Bye-bye. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits

Speaker speaker_2: Okay.

Speaker speaker_1: ... Program. My name is Francesca. How can I help you today?

Speaker speaker_2: Yeah, um, I was just on the phone with someone just now. Uh, we were talking about the, um, benefits, benefits plan and all that. Uh, I work with, um, uh, Purdue and they put me on with the, um, personal, um, personnel, partners personnel. They, they gave me the number to enroll with the benefits and medical and dental. I used to talk to somebody but then the phone lost service, so I don't know how that went.

Speaker speaker_1: Okay. What are the last four of the social?

Speaker speaker_2: 6-8-3-8.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: My last name?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Crowley, Crowley, Marcus Crowley.

Speaker speaker_1: And for security purposes, please verify your mailing address and date of birth.

Speaker speaker_2: 129 South Sycamore Street, apartment 811. Did, did, did he change it yet? 'Cause the person I was just talking to, he, he changed it to my new address, but I don't know if he changing that. Did he change it yet?

Speaker speaker_1: No, sir. I show a different address on the account.

Speaker speaker_2: It's, it's 109? It's, it's 109 Perry Street?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. 'Cause I was just on the phone with him, he just changed it. Okay, that's my new, that's my new address I moved to. 'Cause at first I gave my dad what it was under at first, but now this is my new one, 109 Perry Street, apartment 20. That right?

Speaker speaker_1: Yes, sir. And then can I have the date of birth?

Speaker speaker_2: March 29th, '83.

Speaker speaker_1: I have your phone number down as 838-5357.

Speaker speaker_2: Yes, ma'am. That's me.

Speaker speaker_1: And I have your email down as VAGladiator83@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, and then you did say you were looking to enroll into dental and medical or was it vision? I'm sorry.

Speaker speaker_2: Yeah, that's, that's for both of them. He was telling me, um, the prices and all that stuff.

Speaker speaker_1: Oh, okay. So you didn't get to enroll yet. Okay, so dental, there's only one plan being offered. It's \$3.63 per paycheck for employee only. Are you looking to add a dependent to the policy?

Speaker speaker_2: Uh, yeah, just me.

Speaker speaker_1: Okay. So that plan will cover your preventative services at 100%, basic services, basic restorative services and your radiographs at 80%. It does cover a total maximum of services \$500 per year, with a \$50 deductible.

Speaker speaker_2: Okay. Um, with the medical, uh, situation... Well, uh, I don't need medical. Yeah, but the medical situation is-

Speaker speaker_1: Standard.

Speaker speaker_2: It's the standard and with the medical, right, um, that comes on the... We get paid too, right?

Speaker speaker_1: Everything is separate. Yes, sir.

Speaker speaker_2: All right. How, how much is the, um, how much, how much you said it was? Like 17 or something?

Speaker speaker_1: The BAP standard? 17.66. Mm-hmm.

Speaker speaker_2: Oh, yeah, do that one. Yeah, I want to do that one and, and the dental.

Speaker speaker_1: Okay. So just dental and medical, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So you're looking at \$21.29 per paycheck. We authorize Partners Personnel to make those deductions for you.

Speaker speaker_2: Yeah, that's good. Um, did y'all mess with, um, one more thing. Did y'all mess with... Do y'all do vision?

Speaker speaker_1: Yes, sir. Had actually do for one vision plan. It is \$2.15 per paycheck. It has a \$10 copay for exams, a \$25 copay for lenses and frames, \$0 copay for contact lens fittings and \$130 frame allowance.

Speaker speaker_2: Okay. You can put that on there too.

Speaker speaker_1: Any other plan you would like to add before I submit?

Speaker speaker_2: No, ma'am. Just, just those three. That's it, and I appreciate you.

Speaker speaker_1: So you authorize Partners Personnel to make the deduction of \$23.44 for the selected benefits?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. We... Oh. Excuse me. Please allow one to two weeks for them to start making your deductions. When you see the first deduction being made following Monday, coverage will become effective. That same week of activation, Friday will be when your carrier mails out your benefit cards. For the BAP standard one, American Public Life only does a digital copy of their medical cards. They're going to send it to your email. If you do want a hard copy for them to send it to your home, once you see the deduction, give us a call of that week of activation so we can request for them to put in a mail order for that card. Okay?

Speaker speaker_2: All right.

Speaker speaker_1: And then the last thing to mention is the fact that all three plans are under Section 125 with the IRS, which is a regulation where they take those deductions out of your pay stub prior to your tax deductions. They do have restrictions on them where you cannot make changes or cancellations unless you have a company open enrollment period, have a qualified life event, or a personal open enrollment period. Your personal enrollment-

Speaker speaker_2: Okay.

Speaker speaker_1: ... period will end on November 20th. So you have all the way to the 20th of November to make any changes to this policy.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Now, is there anything else that you would like us to assist you with today?

Speaker speaker_2: No, ma'am. That'll be it.

Speaker speaker_1: All right. That's it. I do hope you have a wonderful rest of your day. Thank you so much for your time today.

Speaker speaker_2: Uh, where would... You know where it would start?

Speaker speaker_1: No, sir. All that we are aware of is that it takes one to two weeks for them to make those deductions since we don't have access to your pay stub.

Speaker speaker_2: Okay. Okay. That's cool. All right. Thank you. I appreciate you.

Speaker speaker_1: You're welcome. Thank you, sir. I appreciate you allowing us to assist you today. I hope you have a wonderful rest of your day.

Speaker speaker_2: All right. You too. All right.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: All right.