

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today? Uh, yes. I would like to enroll. And which staffing company do you work with? Uh, Econ. What are the last four of the Social and the last name? Uh, the last name is Adams and the Social is 2... 2749. Could you please verify your mailing address and your date of birth to make sure we have the right account in front of us? 022706416 Griffin Avenue. Okay. And there's no unit or apartment number, I'm guessing? Say what? Yes, sir. I was asking if you have any unit or apartment number in your address? Uh, no, ma'am. All right. Currently we only have a phone number as a contact information, which is the same one you called on, 478-304... I mean, 308, sorry, 4735. Yes, ma'am. So you are still within your eligibility period, which is a personal enrollment time, which wouldn't be ending 'til May 10th, so we're good to go. Do you know which plans it was specifically that you wanted to be enrolled into? Uh, dental. Okay. Would this be for employee only or are you doing employee and a dependent, a spouse or child? Employee only. Did you want me to go over the coverage that that plan will specifically provide you? Uh, yes, ma'am. Okay. So their dental plan is going to cost the employee \$3.64. Her paycheck is gonna cover your preventative services with no deductible at 100%, your basic services, basic restorative services and the radiographs at 80%. The annual maximum that it's going to be covering for your services is going to be \$500 and you have a \$50 deductible. Okay. All right. And we did say that you did not want any of their other plans, medical, vision, life insurance, other free Rx membership, correct? Uh... Will I be able to add more if I needed it? So you only have 'til May 10th to add anything to the policy. After May 10th... Da, da, da... It'll be December. So after May 10th, you'll have to wait 'til the month of December when your company holds their company open enrollment period to make any changes. Okay. Well, um, as of right now, I just need dental. All right. Do you give verbal authorization for Econ Employment Solutions to make the deduction of \$3.64 per paycheck for the dental plan? Yes, ma'am. All right. It takes one to two weeks for them to start making your deductions. Once you see the first deduction following Monday, the coverage will be effective. In that same week of activation, Friday, they'll send out your benefit cards. Now, the only thing will be the fact that that plan is under Section 125, which means that you're not going to be paying taxes for that plan. Due to it being tax free, the IRS does have restrictions that you can't make changes or cancellations unless you have an open enrollment period or a qualified live event. Oh, okay. All right. So you are all set, Mr. Adams. All that is left is to wait for them to make the deduction. Was there anything else we can assist you with today? Uh, no, ma'am. Thank you. So I will have... Wait. I will have the card? Yes, sir. So once your benefits, they become active, which will be on Monday, on a Monday, not specifically next Monday, but on a Monday. Okay. In that same week when you become active, so Friday, they will send out the benefit card. Now, let's say you need to make either an appointment or you already have one

and you need, for whichever reason, your policy information rather than waiting for it to come through the mail, you can give us a call back Wednesday, Thursday or Friday of your activation week to provide you a digital copy, which we can send to an email. Okay. All right, then. That sounds good. Mm-hmm. Any other questions- Oh. ... we can answer for you today? No, ma'am. That'll be all. Thank you. Of course. It was my pleasure. I hope you have a wonderful rest of your day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes. I would like to enroll.

Speaker speaker_0: And which staffing company do you work with?

Speaker speaker_1: Uh, Econ.

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

Speaker speaker_1: Uh, the last name is Adams and the Social is 2... 2749.

Speaker speaker_0: Could you please verify your mailing address and your date of birth to make sure we have the right account in front of us?

Speaker speaker_1: 022706416 Griffin Avenue.

Speaker speaker_0: Okay. And there's no unit or apartment number, I'm guessing?

Speaker speaker_1: Say what?

Speaker speaker_0: Yes, sir. I was asking if you have any unit or apartment number in your address?

Speaker speaker_1: Uh, no, ma'am.

Speaker speaker_0: All right. Currently we only have a phone number as a contact information, which is the same one you called on, 478-304... I mean, 308, sorry, 4735.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So you are still within your eligibility period, which is a personal enrollment time, which wouldn't be ending 'til May 10th, so we're good to go. Do you know which plans it was specifically that you wanted to be enrolled into?

Speaker speaker_1: Uh, dental.

Speaker speaker_0: Okay. Would this be for employee only or are you doing employee and a dependent, a spouse or child?

Speaker speaker_1: Employee only.

Speaker speaker_0: Did you want me to go over the coverage that that plan will specifically provide you?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. So their dental plan is going to cost the employee \$3.64. Her paycheck is gonna cover your preventative services with no deductible at 100%, your basic services, basic restorative services and the radiographs at 80%. The annual maximum that it's going to be covering for your services is going to be \$500 and you have a \$50 deductible.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And we did say that you did not want any of their other plans, medical, vision, life insurance, other free Rx membership, correct?

Speaker speaker_1: Uh... Will I be able to add more if I needed it?

Speaker speaker_0: So you only have 'til May 10th to add anything to the policy. After May 10th... Da, da, da... It'll be December. So after May 10th, you'll have to wait 'til the month of December when your company holds their company open enrollment period to make any changes.

Speaker speaker_1: Okay. Well, um, as of right now, I just need dental.

Speaker speaker_0: All right. Do you give verbal authorization for Econ Employment Solutions to make the deduction of \$3.64 per paycheck for the dental plan?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. It takes one to two weeks for them to start making your deductions. Once you see the first deduction following Monday, the coverage will be effective. In that same week of activation, Friday, they'll send out your benefit cards. Now, the only thing will be the fact that that plan is under Section 125, which means that you're not going to be paying taxes for that plan. Due to it being tax free, the IRS does have restrictions that you can't make changes or cancellations unless you have an open enrollment period or a qualified live event.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right. So you are all set, Mr. Adams. All that is left is to wait for them to make the deduction. Was there anything else we can assist you with today?

Speaker speaker_1: Uh, no, ma'am. Thank you. So I will have... Wait. I will have the card?

Speaker speaker_0: Yes, sir. So once your benefits, they become active, which will be on Monday, on a Monday, not specifically next Monday, but on a Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: In that same week when you become active, so Friday, they will send out the benefit card. Now, let's say you need to make either an appointment or you already have one and you need, for whichever reason, your policy information rather than waiting for it to

come through the mail, you can give us a call back Wednesday, Thursday or Friday of your activation week to provide you a digital copy, which we can send to an email.

Speaker speaker_1: Okay. All right, then. That sounds good.

Speaker speaker_0: Mm-hmm. Any other questions-

Speaker speaker_1: Oh.

Speaker speaker_0: ... we can answer for you today?

Speaker speaker_1: No, ma'am. That'll be all. Thank you.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too.