

Transcript: Francesca

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Full Transcript

Hi, my name is Francesca. How can I help you? Yeah. My name is Brandon Fowler. Um, I'm enrolled in benefits with you all currently, and I wanted to make an adjustment, uh, to my, uh, health plan. I spoke to someone a few weeks ago and I know, and I, uh, made the through them but I never got any feedback, so not sure what. Can you repeat what? I'm sorry, sir. My name is Brandon Fowler. I'm a current member of your health plan and I wanna make an adjustment. Yeah, sir, I heard that part. I just didn't hear the part where you said something about you spoke with someone a few months ago and something that never got received? Yeah. I spoke with someone a few weeks ago, about probably mid-December, about removing my son from my health plan, but keeping everything else the same. Uh, they said they would get back to me, but I haven't heard anything back for about six weeks. Okay. What are the last four of the social and the staffing company you're with? 3181 MAU 440. Okay. Can you please verify your mailing address and date of birth? 36 Moreland Lane, Greer, North Carolina 29650. Date of birth was 07-29-82. I have special number 864-641-8654. Correct. We have your email then as brandon92fowler@gmail.com. Correct. Okay, so as far as coverage change on the notes, I see that you spoke with one of our coworkers on the 2nd of this month. Yes. Um, this one sounds more like it might be the one that you're speaking in regard to. It says that you were asking why the MBP medical plan deductions weren't showing the full deduction and sometimes they weren't showing at all. Um, and then you also wanted to take the child out of the MBP only and keep it on the dental. Correct. It says here, the front office reach out to MAU, um, to search in regards to this issue and they advise us that we did not need any further action on our end in regards to this. That was the reason why we haven't gotten back to you, since MAU advised us that we didn't need to do anything else about it. I'm sorry, say that one more time? Yes, sir. The reason why you did not hear back from us in regards to that issue is because MAU, your staffing company, advised us that we did not need to do anything else on our end and that we'll research and fix the issue. Okay. Uh, that's incorrect. Um, but so has my son been removed? I do not see any note here of him being removed from the medical plan. I'll reach out to the front office to confirm that. Um, but I do see him still on the dental plan. Were you looking to get him from the dental also or just the medical? Uh, remove from both please. From both, okay. Was removing your son from the policy the policy change you wanted to make with me today or was there a different policy change you were also looking to make today? Um, no. I just looking at for myself today. Okay. All right, so removing him from the dental is gonna drop it down to \$3.51. Do you authorize MAU to make those deductions for your dental coverage? Yeah. Okay, so this change for the dental should reflect within one to two weeks. Okay. And then I have reached out to the front office to see if they still have the child on the medical policy and if they have not, to remove him from it as well. So let me know how much you need deduction to be for employee only.

Let me see if that's in the benefit guide actually. Okay. Hey. How y'all doing? Oh, okay. So it does show here for employee and child you're currently paying weekly \$182... I mean, 87 with 92. So once they switch it to employee only, it should go back to \$112.50. So I'm gonna reach out to confirm whether or not they did remove it from that medical plan. If you do not hear back from me today, it should be too emotional before end of business day. Is there a specifically timeframe where I might not be able to reach you or you would prefer for me to reach you within today or tomorrow? Uh, you can give me a call every time that's most convenient for you. Understood. If for some reason I'm unable to speak with you, I'll make sure to leave a voice message available as well as send you an email to let you know, okay? All right. And can you give me just one second? I just want to verify something on my paycheck, if you don't mind. Give me one second. Of course. Um, is it okay if I talk while you check that? Uh, yes. Okay. And then I did want to let you know the dental plan you're on is under Section 125. I'm not sure if they went over it with you on the past. But that means that this deduction is gonna be taken pre-tax, so you won't be paying taxes on that plan. The IRS does regulate it, so you won't be able to make changes or cancellation unless you have an open enrollment period or a qualified life event. So as of right now, the 31st, this Friday, will be the end of your company open enrollment period, so you have 'til then to make any changes to the Section 125 dental plan. All right. And just one more question for you. Mm-hmm. Uh, the medical plan that I have myself, would that be considered, uh, your most expensive as far as what's offered? Um, price-wise, yes, sir, that is the most expensive medical plan that at the moment currently MAU Staffing is offering. Okay. And it is also the only major medical insurance plan that they offered, 'cause the other four medical plans they offer are PPO limited plans. Okay. Uh, sounds good. I'll see what I can get with that then. All right. Was there anything else that we can assist you with today? No, ma'am. Not at all. Thank you so much for giving us a call today, Mr. Fowler. Look forward to getting back with you in regards to that removal of your dependent. Thank you very much. All right, thank you. My pleasure. Have a wonderful rest of your day.

Conversation Format

Speaker speaker_0: Hi, my name is Francesca. How can I help you?

Speaker speaker_1: Yeah. My name is Brandon Fowler. Um, I'm enrolled in benefits with you all currently, and I wanted to make an adjustment, uh, to my, uh, health plan. I spoke to someone a few weeks ago and I know, and I, uh, made the through them but I never got any feedback, so not sure what .

Speaker speaker_0: Can you repeat what? I'm sorry, sir.

Speaker speaker_1: My name is Brandon Fowler. I'm a current member of your health plan and I wanna make an adjustment.

Speaker speaker_0: Yeah, sir, I heard that part. I just didn't hear the part where you said something about you spoke with someone a few months ago and something that never got received?

Speaker speaker_1: Yeah. I spoke with someone a few weeks ago, about probably mid-December, about removing my son from my health plan, but keeping everything else the same. Uh, they said they would get back to me, but I haven't heard anything back for about six weeks.

Speaker speaker_0: Okay. What are the last four of the social and the staffing company you're with?

Speaker speaker_1: 3181 MAU 440.

Speaker speaker_0: Okay. Can you please verify your mailing address and date of birth?

Speaker speaker_1: 36 Moreland Lane, Greer, North Carolina 29650. Date of birth was 07-29-82.

Speaker speaker_0: I have special number 864-641-8654.

Speaker speaker_1: Correct.

Speaker speaker_0: We have your email then as brandon92fowler@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so as far as coverage change on the notes, I see that you spoke with one of our coworkers on the 2nd of this month.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, this one sounds more like it might be the one that you're speaking in regard to. It says that you were asking why the MBP medical plan deductions weren't showing the full deduction and sometimes they weren't showing at all. Um, and then you also wanted to take the child out of the MBP only and keep it on the dental.

Speaker speaker_1: Correct.

Speaker speaker_0: It says here, the front office reach out to MAU, um, to search in regards to this issue and they advise us that we did not need any further action on our end in regards to this. That was the reason why we haven't gotten back to you, since MAU advised us that we didn't need to do anything else about it.

Speaker speaker_1: I'm sorry, say that one more time?

Speaker speaker_0: Yes, sir. The reason why you did not hear back from us in regards to that issue is because MAU, your staffing company, advised us that we did not need to do anything else on our end and that we'll research and fix the issue.

Speaker speaker_1: Okay. Uh, that's incorrect. Um, but so has my son been removed?

Speaker speaker_0: I do not see any note here of him being removed from the medical plan. I'll reach out to the front office to confirm that. Um, but I do see him still on the dental plan. Were you looking to get him from the dental also or just the medical?

Speaker speaker_1: Uh, remove from both please.

Speaker speaker_0: From both, okay. Was removing your son from the policy the policy change you wanted to make with me today or was there a different policy change you were also looking to make today?

Speaker speaker_1: Um, no. I just looking at for myself today.

Speaker speaker_0: Okay. All right, so removing him from the dental is gonna drop it down to \$3.51. Do you authorize MAU to make those deductions for your dental coverage?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so this change for the dental should reflect within one to two weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: And then I have reached out to the front office to see if they still have the child on the medical policy and if they have not, to remove him from it as well. So let me know how much you need deduction to be for employee only. Let me see if that's in the benefit guide actually.

Speaker speaker_2: Okay. Hey. How y'all doing?

Speaker speaker_0: Oh, okay. So it does show here for employee and child you're currently paying weekly \$182... I mean, 87 with 92. So once they switch it to employee only, it should go back to \$112.50. So I'm gonna reach out to confirm whether or not they did remove it from that medical plan. If you do not hear back from me today, it should be too emotional before end of business day. Is there a specifically timeframe where I might not be able to reach you or you would prefer for me to reach you within today or tomorrow?

Speaker speaker_1: Uh, you can give me a call every time that's most convenient for you.

Speaker speaker_0: Understood. If for some reason I'm unable to speak with you, I'll make sure to leave a voice message available as well as send you an email to let you know, okay?

Speaker speaker_1: All right. And can you give me just one second? I just want to verify something on my paycheck, if you don't mind. Give me one second.

Speaker speaker_0: Of course. Um, is it okay if I talk while you check that?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. And then I did want to let you know the dental plan you're on is under Section 125. I'm not sure if they went over it with you on the past. But that means that this deduction is gonna be taken pre-tax, so you won't be paying taxes on that plan. The IRS does regulate it, so you won't be able to make changes or cancellation unless you have an open enrollment period or a qualified life event. So as of right now, the 31st, this Friday, will be the end of your company open enrollment period, so you have 'til then to make any changes to the Section 125 dental plan.

Speaker speaker_1: All right. And just one more question for you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, the medical plan that I have myself, would that be considered, uh, your most expensive as far as what's offered?

Speaker speaker_0: Um, price-wise, yes, sir, that is the most expensive medical plan that at the moment currently MAU Staffing is offering.

Speaker speaker_1: Okay.

Speaker speaker_0: And it is also the only major medical insurance plan that they offered, 'cause the other four medical plans they offer are PPO limited plans.

Speaker speaker_1: Okay. Uh, sounds good. I'll see what I can get with that then.

Speaker speaker_0: All right. Was there anything else that we can assist you with today?

Speaker speaker_1: No, ma'am. Not at all.

Speaker speaker_0: Thank you so much for giving us a call today, Mr. Fowler. Look forward to getting back with you in regards to that removal of your dependent.

Speaker speaker_1: Thank you very much. All right, thank you.

Speaker speaker_0: My pleasure. Have a wonderful rest of your day.