

Transcript: Francesca

Baez-5279275816239104-4899308649496576

Full Transcript

Thank you for calling Benefit One of Rome. My name is Francesca. How can I assist you today? Hi. I just missed a call from these numbers. Did they leave a voice message? No. They did not. Okay. Um, so we're an inbound center. I'm not sure whether it was us or if it was your staffing company system that called you. Yeah, it probably was. Do you usually work for MAU? MAU. Would you like for me to look into the account, see if anyone left any notes? Yes. What are the last four of their Social? 3649. And the last name? Gardner. And lastly, can you verify your mailing address and date of birth for me to make sure I have the right account? 2294 Connolly Place, East Point, Georgia 30344. pierregardner17i-iCloud.com. Okay. And what is your date of birth? February 17th, 2000. Okay. So, I see here the reason that we're giving you a call is because we were processing the enrollment forms from MAU for the health insurance. And the one that you filled out on April 1st had a plan selected but also a declination requested. So, we're just calling to confirm whether or not you are declining the coverage. No. I wanted the coverage. Okay. So, you were looking to enroll into that InsurePlus Basic Plan? Yes. All right. And was that the only plan that you were looking to enroll into? Yes. I see. Do you authorize MAU to make the deduction of \$17.39 per paycheck once you start working for the medical plan selected? Yes. All right. And then, Ms. Gardner, once you start working, it's going to take one to two weeks for them to start making the deductions. When you see the first deduction following Monday, coverage will be effective. And following Friday of that activation week will be when they send out a digital copy of your card to your email on file. They don't do a hard copy sent to your home unless you request one. So, once you're active, if you would like to receive one, give us a call so that we can go ahead and put that request in there. The other thing that I do want to mention is the fact that that plan is under Section 125 which means that you're not going to pay taxes on it. Due to the fact that you're not paying taxes, the IRS has a restriction where you cannot make changes or cancellations unless you have an open enrollment period, whether it's personal, which will be your first 30 days after your first paycheck, or if it is company-wide, which will be once a year by your company holding. Okay. All right. So, you are all set. Thank you so much for returning our call and I hope you have a wonderful rest of your day. Thank you. You too. Of course. Have a good one.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit One of Rome. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I just missed a call from these numbers.

Speaker speaker_0: Did they leave a voice message?

Speaker speaker_1: No. They did not.

Speaker speaker_0: Okay. Um, so we're an inbound center. I'm not sure whether it was us or if it was your staffing company system that called you.

Speaker speaker_1: Yeah, it probably was.

Speaker speaker_0: Do you usually work for MAU?

Speaker speaker_1: MAU.

Speaker speaker_0: Would you like for me to look into the account, see if anyone left any notes?

Speaker speaker_1: Yes.

Speaker speaker_0: What are the last four of their Social?

Speaker speaker_1: 3649.

Speaker speaker_0: And the last name?

Speaker speaker_1: Gardner.

Speaker speaker_0: And lastly, can you verify your mailing address and date of birth for me to make sure I have the right account?

Speaker speaker_1: 2294 Connolly Place, East Point, Georgia 30344.
pierregardner17i-iCloud.com.

Speaker speaker_0: Okay. And what is your date of birth?

Speaker speaker_1: February 17th, 2000.

Speaker speaker_0: Okay. So, I see here the reason that we're giving you a call is because we were processing the enrollment forms from MAU for the health insurance. And the one that you filled out on April 1st had a plan selected but also a declination requested. So, we're just calling to confirm whether or not you are declining the coverage.

Speaker speaker_1: No. I wanted the coverage.

Speaker speaker_0: Okay. So, you were looking to enroll into that InsurePlus Basic Plan?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And was that the only plan that you were looking to enroll into?

Speaker speaker_1: Yes.

Speaker speaker_0: I see. Do you authorize MAU to make the deduction of \$17.39 per paycheck once you start working for the medical plan selected?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then, Ms. Gardner, once you start working, it's going to take one to two weeks for them to start making the deductions. When you see the first deduction following Monday, coverage will be effective. And following Friday of that activation week will be when they send out a digital copy of your card to your email on file. They don't do a hard copy sent to your home unless you request one. So, once you're active, if you would like to receive one, give us a call so that we can go ahead and put that request in there. The other thing that I do want to mention is the fact that that plan is under Section 125 which means that you're not going to pay taxes on it. Due to the fact that you're not paying taxes, the IRS has a restriction where you cannot make changes or cancellations unless you have an open enrollment period, whether it's personal, which will be your first 30 days after your first paycheck, or if it is company-wide, which will be once a year by your company holding.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So, you are all set. Thank you so much for returning our call and I hope you have a wonderful rest of your day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Of course. Have a good one.