

Transcript: Francesca

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Benefitna Cara. I was looking to speak with Ms. Denelson on behalf of MAU Staffing. This is she. I was giving you a call back, ma'am, um, just in the event that they did not go over with you when they enrolled you, um, because I know it was a bit of a long time. It has been last year since the last time you made coverage changes. Mm-hmm. Keep in mind that dental and vision is under Section 125. It has an IRS regulation says it's pre-tax and you can only make changes to those two plans when you have an open enrollment period like you did today with your company, a qualified life event, or a personal open enrollment period. Okay? Is that one of them? I'm sorry, I... Yes, ma'am. Both dental and vision are pre-tax. You only have restrictions on those two. The IRS has the regulations on it. Since it's pre-tax, you can only make changes or cancellations if you have an open enrollment period or qualified life event. Okay. Well, is, um... But I'm still listed on those two, right? Yes, ma'am. It's just the fact that I needed to advise you in regards to that restriction once again since we need changes to your policy. Right. Okay. Thank you. Of course, my pleasure. Have a wonderful rest of your day. You as well. Bye now.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Good afternoon. My name is Francesca Benefitna Cara. I was looking to speak with Ms. Denelson on behalf of MAU Staffing.

Speaker speaker_2: This is she.

Speaker speaker_0: I was giving you a call back, ma'am, um, just in the event that they did not go over with you when they enrolled you, um, because I know it was a bit of a long time. It has been last year since the last time you made coverage changes.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Keep in mind that dental and vision is under Section 125. It has an IRS regulation says it's pre-tax and you can only make changes to those two plans when you have an open enrollment period like you did today with your company, a qualified life event, or a personal open enrollment period. Okay?

Speaker speaker_2: Is that one of them? I'm sorry, I...

Speaker speaker_0: Yes, ma'am. Both dental and vision are pre-tax. You only have restrictions on those two. The IRS has the regulations on it. Since it's pre-tax, you can only make changes or cancellations if you have an open enrollment period or qualified life event.

Speaker speaker_2: Okay. Well, is, um... But I'm still listed on those two, right?

Speaker speaker_0: Yes, ma'am. It's just the fact that I needed to advise you in regards to that restriction once again since we need changes to your policy.

Speaker speaker_2: Right. Okay. Thank you.

Speaker speaker_0: Of course, my pleasure. Have a wonderful rest of your day.

Speaker speaker_2: You as well. Bye now.