

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca. Benefit to Know card, looking to speak with Ms. Nunally on behalf of MAU Staffing. Yes, hello, this is me. Yes, hello, ma'am. We're giving you a call regarding the enrollment form for the health insurance with MAU that you filled out on the 3rd of March this year. Mm-hmm. We're calling 'cause you selected four plans that cannot be together. Mm-hmm. You selected both of their MEC plans. The reason why they can't be both together is because one of them is preventative only, which is the \$9.49 one. However, the other MEC Enhanced has both preventative and hospital indemnity services, which is at 2313, and both of them need network. The other plan that you selected both of is the EnsurePlus Basic, the Enhance as well. So you can either have the preventative MEC, that's the \$9.46 with one of the EnsurePlus plans, or you can only enroll into the MEC Enhanced, the 2313. What does that cover? Those are the medical plans. Okay. Um, let me go with the second one you said, the one where I can't have both. The 2313 one, the MEC Enhanced? Yeah. All right, so you'll be looking at \$26.64 per paycheck being deducted once you start working with MAU Staffing. Keeping in mind that they are both under Section 125, which has an IRS regulations, 'cause you are not going to pay taxes on both of those plans. The IRS have restrictions that you can't make changes or cancellations unless you have an open enrollment period or a qualified life event during the time of your decision for enrollment, cancellation or changes. Okay. All right. And then do you authorize MAU Staffing to make those deductions once you start working with them? Yes. All right. So you are all set in our end. MAU should be reaching out to you to inform you regarding when you'll start a job with them. And once you do, it'll take roughly one to two weeks for them to start making your deductions. And following the first deduction, Monday will be when your policy's gonna become effective. And Friday of that week they'll send out your Benefit cards. Okay. Thank you. Thank you for your time in taking my call. Have a wonderful rest of your day. Mm-hmm. You too.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca. Benefit to Know card, looking to speak with Ms. Nunally on behalf of MAU Staffing.

Speaker speaker_2: Yes, hello, this is me.

Speaker speaker_1: Yes, hello, ma'am. We're giving you a call regarding the enrollment form for the health insurance with MAU that you filled out on the 3rd of March this year.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We're calling 'cause you selected four plans that cannot be together.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You selected both of their MEC plans. The reason why they can't be both to together is because one of them is preventative only, which is the \$9.49 one. However, the other MEC Enhanced has both preventative and hospital indemnity services, which is at 2313, and both of them need network. The other plan that you selected both of is the EnsurePlus Basic, the Enhance as well. So you can either have the preventative MEC, that's the \$9.46 with one of the EnsurePlus plans, or you can only enroll into the MEC Enhanced, the 2313.

Speaker speaker_2: What does that cover?

Speaker speaker_1: Those are the medical plans.

Speaker speaker_2: Okay. Um, let me go with the second one you said, the one where I can't have both.

Speaker speaker_1: The 2313 one, the MEC Enhanced?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, so you'll be looking at \$26.64 per paycheck being deducted once you start working with MAU Staffing. Keeping in mind that they are both under Section 125, which has an IRS regulations, 'cause you are not going to pay taxes on both of those plans. The IRS have restrictions that you can't make changes or cancellations unless you have an open enrollment period or a qualified life event during the time of your decision for enrollment, cancellation or changes.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And then do you authorize MAU Staffing to make those deductions once you start working with them?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So you are all set in our end. MAU should be reaching out to you to inform you regarding when you'll start a job with them. And once you do, it'll take roughly one to two weeks for them to start making your deductions. And following the first deduction, Monday will be when your policy's gonna become effective. And Friday of that week they'll send out your Benefit cards.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Thank you for your time in taking my call. Have a wonderful rest of your day.

Speaker speaker_2: Mm-hmm. You too.