

## Transcript: Francesca

**Baez-6720198461571072-4873864498593792**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? Hey, I just called back basically about, um, that social security number for the kids, and I was just calling back with the social security number. I'm sorry? I was calling back for the social secur- social security, um, number for my kids for my, uh, application. Do you mean to say you're calling to provide social security numbers for a medical plan that's already being processed for enrollment? Yes. 'Cause if it's in regards to the application with the staffing company, we don't have access to that portion of it. We can only assist with the enrollments into the insurance company they offered. Say that one more time, that last part. Yes, sir. I'm verifying that you're calling in regards to the enrollment form for health insurance over by the staffing company, not the application for the job with the staffing company, 'cause we don't have access to that one. Yeah. I, well, only thing I know is that she had called me and she, um, said that, um, she had like my application or something like that. I don't know if it's an application but, uh, whatever you want to call it. She had the paper that, um, with my benefits I signed up for it. Only thing she needed was the social security numbers for each child I, um, put on there. Okay. What staffing company do you work with? Sir? Sir, are you still there? Yeah. Yes, sir. Once again, I need the name of the staffing company you work with. Um, MAU. What are the last four of your Social? 3498. And your last name, please? Scurry. S-C-U-R-R-Y? Uh-huh. For security purposes, please verify your mailing address and your date of birth. Um, 23 Pruitt Street, Lot 4, Honey Pass, North Carolina 29654. Birth date is January 1st, 1991. We have the best phone number to reach you down as 864-397-8799. Y- yes. And we have your email down as D-R-E last name @gmail.com? Yes. All right, and which of the childs will you be providing the first Social for, so I can enter their file? Okay, um, let me be, um,..... Did you hear me? Yes, sir. I'm ready for Jayla's Social. All right. 888-111512. All right, and which one will be the next one? Kamari Minyard. 746-8665- Bear with me one moment. So I just had access to it. I was waiting for it to load. Could you start one more time? I'm sorry. You said 746... 7-746-8665-37. All right, and which one will be the next one? Uh, hold on. Let me see. Mm-hmm. Mm-hmm. Um. All right. Londyn Scurry. And that is L-O-N-D-Y-N, correct? Yes. Okay, go ahead. 348-6396-59. This is..... Now, I'm ready to have Melody pulled up. You can go ahead whenever you're ready. Ready. All right. 879-4137-4100. All right, all set. I went ahead and put in that information for all three of them. Okay, all right. Well, thank you. No problem. In the event that it wasn't discussed with you previously, please allow one to two weeks once you start working for MAU to make your deductions. When you see that very first deduction, following Monday will be when coverage becomes effective, and then that same week of activation, your carriers will mail out the benefit cards. They shouldn't take longer than three to four weeks after your activation week for it to be taken out. Um, I do also

want to inform you that the dental and medical plan you're on are under Section 125, which means that those deductions are going to be taken out prior to tax deductions. They do have the restrictions on it since it is a pre-tax plan. You can't make changes or cancellations unless you're in a company open enrollment period, have your personal open enrollment period, or have a qualified life event. Okay, I got one more question for you if you don't mind. Mm-hmm. Is, um, do the, um, dentals- benefits and stuff, do they start, um, immediately or do they start like a couple months away? So it'll start off at the same time as the rest of the, the policy. Mm-hmm. Once you see that first deduction, following Monday will be when that plan becomes effective. Okay, and one more, one more, one more thing. How do I look at, like, all the details on plans with- where the paper come with it or do I need to look it up online or something? So they don't actually have any paperwork that will be sent to you- Okay. ... once you become active. Um, and if you like, I can send you a copy of the benefit guide, but they don't really have a template- Yeah, that'd be nice. ... that will provide it. Okay. Okay, yeah, that'd be nice if you- from the email or in the mail? It's going to be sent to your email, the one that we verified earlier. Okay. So I'll go ahead and send it to that one. Thank you. Of course, my pleasure. Was there anything else that we can assist you with today? No, that's it. All right, so you should be receiving that email shortly. It's going to be coming in from our office email, which is info@benefitsinacart and it will be titled Benefit Guide. All right, thank you. Have a great day. No problem. You too. Have a good day. All right, thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hey, I just called back basically about, um, that social security number for the kids, and I was just calling back with the social security number.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: I was calling back for the social secur- social security, um, number for my kids for my, uh, application.

Speaker speaker\_1: Do you mean to say you're calling to provide social security numbers for a medical plan that's already being processed for enrollment?

Speaker speaker\_2: Yes.

Speaker speaker\_1: 'Cause if it's in regards to the application with the staffing company, we don't have access to that portion of it. We can only assist with the enrollments into the insurance company they offered.

Speaker speaker\_2: Say that one more time, that last part.

Speaker speaker\_1: Yes, sir. I'm verifying that you're calling in regards to the enrollment form for health insurance over by the staffing company, not the application for the job with the

staffing company, 'cause we don't have access to that one.

Speaker speaker\_2: Yeah. I, well, only thing I know is that she had called me and she, um, said that, um, she had like my application or something like that. I don't know if it's an application but, uh, whatever you want to call it. She had the paper that, um, with my benefits I signed up for it. Only thing she needed was the social security numbers for each child I, um, put on there.

Speaker speaker\_1: Okay. What staffing company do you work with? Sir? Sir, are you still there?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Yes, sir. Once again, I need the name of the staffing company you work with.

Speaker speaker\_2: Um, MAU.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 3498.

Speaker speaker\_1: And your last name, please?

Speaker speaker\_2: Scurry.

Speaker speaker\_1: S-C-U-R-R-Y?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: For security purposes, please verify your mailing address and your date of birth.

Speaker speaker\_2: Um, 23 Pruitt Street, Lot 4, Honey Pass, North Carolina 29654. Birth date is January 1st, 1991.

Speaker speaker\_1: We have the best phone number to reach you down as 864-397-8799.

Speaker speaker\_2: Y- yes.

Speaker speaker\_1: And we have your email down as D-R-E last name @gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, and which of the childs will you be providing the first Social for, so I can enter their file?

Speaker speaker\_2: Okay, um, let me be, um,..... Did you hear me?

Speaker speaker\_1: Yes, sir. I'm ready for Jayla's Social.

Speaker speaker\_2: All right. 888-111512.

Speaker speaker\_1: All right, and which one will be the next one?

Speaker speaker\_2: Kamari Minyard. 746-8665-

Speaker speaker\_1: Bear with me one moment. So I just had access to it. I was waiting for it to load. Could you start one more time? I'm sorry. You said 746...

Speaker speaker\_2: 7-746-8665-37.

Speaker speaker\_1: All right, and which one will be the next one?

Speaker speaker\_2: Uh, hold on. Let me see.

Speaker speaker\_1: Mm-hmm. Mm-hmm.

Speaker speaker\_2: Um. All right. Londyn Scurry.

Speaker speaker\_1: And that is L-O-N-D-Y-N, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, go ahead.

Speaker speaker\_2: 348-6396-59.

Speaker speaker\_1: This is..... Now, I'm ready to have Melody pulled up. You can go ahead whenever you're ready.

Speaker speaker\_3: Ready.

Speaker speaker\_2: All right. 879-4137-4100.

Speaker speaker\_1: All right, all set. I went ahead and put in that information for all three of them.

Speaker speaker\_2: Okay, all right. Well, thank you.

Speaker speaker\_1: No problem. In the event that it wasn't discussed with you previously, please allow one to two weeks once you start working for MAU to make your deductions. When you see that very first deduction, following Monday will be when coverage becomes effective, and then that same week of activation, your carriers will mail out the benefit cards. They shouldn't take longer than three to four weeks after your activation week for it to be taken out. Um, I do also want to inform you that the dental and medical plan you're on are under Section 125, which means that those deductions are going to be taken out prior to tax deductions. They do have the restrictions on it since it is a pre-tax plan. You can't make changes or cancellations unless you're in a company open enrollment period, have your personal open enrollment period, or have a qualified life event.

Speaker speaker\_2: Okay, I got one more question for you if you don't mind.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Is, um, do the, um, dentals- benefits and stuff, do they start, um, immediately or do they start like a couple months away?

Speaker speaker\_1: So it'll start off at the same time as the rest of the, the policy.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Once you see that first deduction, following Monday will be when that plan becomes effective.

Speaker speaker\_2: Okay, and one more, one more, one more thing. How do I look at, like, all the details on plans with- where the paper come with it or do I need to look it up online or something?

Speaker speaker\_1: So they don't actually have any paperwork that will be sent to you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... once you become active. Um, and if you like, I can send you a copy of the benefit guide, but they don't really have a template-

Speaker speaker\_2: Yeah, that'd be nice.

Speaker speaker\_1: ... that will provide it. Okay.

Speaker speaker\_2: Okay, yeah, that'd be nice if you- from the email or in the mail?

Speaker speaker\_1: It's going to be sent to your email, the one that we verified earlier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So I'll go ahead and send it to that one.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Of course, my pleasure. Was there anything else that we can assist you with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right, so you should be receiving that email shortly. It's going to be coming in from our office email, which is info@benefitsinacart and it will be titled Benefit Guide.

Speaker speaker\_2: All right, thank you. Have a great day.

Speaker speaker\_1: No problem. You too. Have a good day.

Speaker speaker\_2: All right, thank you.