

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, this is ... can I help you? This is Francesca. How can I assist you today? How you doing, ma'am? My name is Demonte Green and I work for Purdue with, uh, Partners Personnel and I'm trying to enroll in the benefits. So that's your social and last name? Demonte Green. Okay, sir. I'm still missing the last part of your social, sir, if you could please. It's five, five, one, three, five. Please verify your mailing address and date of birth. It is 5908 Century Hill Court, 23803 Petersburg, Virginia and my date of birth is 11/5/1996. We have the best phone number to reach you down as 804-536-8451? Yes. And we have your email down as first initial, first name at gmail.com? Yes. And which benefits did you want to enroll into? Which plan? Um, what plans do you have? Partners Personnel offers medical, dental, vision, shortened disability, term life, which is their life insurance, critical illness with cancer benefits, group accident and TRX membership for the medication. Okay, okay. Dental and vision, I definitely need. Just for yourself, or are you putting any dependents into it? Um, hello? Say again. I'm sorry? Come again. Yes, sir. Is this policy just for yourself or putting any dependents? Um, just for myself. So there's only one, excuse me. There's only one dental plan that is being offered. It is \$3.63. It will cover preventative services at 100%, basic services, basic restorative services and radiographs at 80%. The annual maximum that it will be covering in benefits is \$500 and it comes with a \$50 deductible. Okay. Okay. Um, what about vision? So there's only one vision plan as well and it would be \$2.15 per paycheck. With this plan, they work with co-pays. There's a \$10 co-pay for the eye exam, a \$25 co-pay for the lenses and frames, a \$0 co-pay for your contact lens fittings and there's an annual frame allowance of \$130. Okay. Question. Once, once this, once this is, once, once this, once my benefits is in effect, can I like actually go to see like the eye doctor today? You won't be able to go today 'cause benefits don't react as immediately. It takes one to two weeks for your employer to process it in their system for payroll, for them to start making you those deductions. All right. Okay. That, that, that sounds perfect. That sounds perfect. All right. Aside from that dental and vision, were there any other plan you were interested in or just those two for you now? Those two for right now. All right. So that will be a total deduction of \$5.78 per paycheck. Do you authorize Partners Personnel to make those deductions for you? Yes. All right, so as discussed, just allow one to two weeks for them to start making those deductions. When you see the very first deduction, following Monday will be when your coverage becomes effective. Uh, same week of activation, Friday will be when the carrier ships out those benefit cards. Now both of those plans are under Section 125, which is a regulation with the IRS. So they're gonna be taking those deductions out of your pay stub prior to tax deductions 'cause it's a pre-tax deduction. And they do have the restrictions on it where you cannot make changes or cancellations, so that's the only open enrollment period. Personal open enrollment period will

have a qualified life event. Okay. All right, and then the last day that you have to make any policy changes will be the 20th of November, so you have all the way till Wednesday 20th, which will give you about two weeks give or take. All right.

Conversation Format

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

Speaker speaker_1: Hello, this is ... can I help you? This is Francesca. How can I assist you today?

Speaker speaker_2: How you doing, ma'am? My name is Demonte Green and I work for Purdue with, uh, Partners Personnel and I'm trying to enroll in the benefits.

Speaker speaker_1: So that's your social and last name?

Speaker speaker_2: Demonte Green.

Speaker speaker_1: Okay, sir. I'm still missing the last part of your social, sir, if you could please.

Speaker speaker_2: It's five, five, one, three, five.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: It is 5908 Century Hill Court, 23803 Petersburg, Virginia and my date of birth is 11/5/1996.

Speaker speaker_1: We have the best phone number to reach you down as 804-536-8451?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as first initial, first name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And which benefits did you want to enroll into? Which plan?

Speaker speaker_2: Um, what plans do you have?

Speaker speaker_1: Partners Personnel offers medical, dental, vision, shortened disability, term life, which is their life insurance, critical illness with cancer benefits, group accident and TRX membership for the medication.

Speaker speaker_2: Okay, okay. Dental and vision, I definitely need.

Speaker speaker_1: Just for yourself, or are you putting any dependents into it?

Speaker speaker_2: Um, hello? Say again.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Come again.

Speaker speaker_1: Yes, sir. Is this policy just for yourself or putting any dependents?

Speaker speaker_2: Um, just for myself.

Speaker speaker_1: So there's only one , excuse me. There's only one dental plan that is being offered. It is \$3.63. It will cover preventative services at 100%, basic services, basic restorative services and radiographs at 80%. The annual maximum that it will be covering in benefits is \$500 and it comes with a \$50 deductible.

Speaker speaker_2: Okay. Okay. Um, what about vision?

Speaker speaker_1: So there's only one vision plan as well and it would be \$2.15 per paycheck. With this plan, they work with co-pays. There's a \$10 co-pay for the eye exam, a \$25 co-pay for the lenses and frames, a \$0 co-pay for your contact lens fittings and there's an annual frame allowance of \$130.

Speaker speaker_2: Okay. Question. Once, once this, once this is, once, once this, once my benefits is in effect, can I like actually go to see like the eye doctor today?

Speaker speaker_1: You won't be able to go today 'cause benefits don't react as immediately. It takes one to two weeks for your employer to process it in their system for payroll, for them to start making you those deductions.

Speaker speaker_2: All right. Okay. That, that, that sounds perfect. That sounds perfect.

Speaker speaker_1: All right. Aside from that dental and vision, were there any other plan you were interested in or just those two for you now?

Speaker speaker_2: Those two for right now.

Speaker speaker_1: All right. So that will be a total deduction of \$5.78 per paycheck. Do you authorize Partners Personnel to make those deductions for you?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, so as discussed, just allow one to two weeks for them to start making those deductions. When you see the very first deduction, following Monday will be when your coverage becomes effective. Uh, same week of activation, Friday will be when the carrier ships out those benefit cards. Now both of those plans are under Section 125, which is a regulation with the IRS. So they're gonna be taking those deductions out of your pay stub prior to tax deductions 'cause it's a pre-tax deduction. And they do have the restrictions on it where you cannot make changes or cancellations, so that's the only open enrollment period. Personal open enrollment period will have a qualified life event.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, and then the last day that you have to make any policy changes will be the 20th of November, so you have all the way till Wednesday 20th, which will give you about two weeks give or take.

Speaker speaker_2: All right.