

## **Transcript: Justin**

**Mills-4568829450567680-5538739555188736**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Yes. I'm calling to enroll for, um, medical coverage. Okay. What's the staffing agency you work for? ManCan. And the last four of your Social? 5500. Yeah. 5500. And what was your first and last name? Jasmine Partridge. Partridge. And did you recently just start with ManCan? Yes, um, today. Okay, um, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create the file in our system to enroll you into their benefits, I need your full Social. Okay. 286-82-5500. Will you spell your last name for me, Jasmine? P-A-R. T, as in Tom. R-I-D, as in dog. G, as in Greg. E, as in Eric. Okay. And your home address, including city, state and zip code. 99 Eastgay, one word. E-A-S-T G-A-Y Drive, Apartment A. Akron, Ohio 44313. And a date of birth? 09/05/1984. And a good telephone number to have is 234-205-6827. Correct. And do you have a good email? The letter J, my last name, partridge84 at gmail.com. Gmail. Okay. So, let's see here. Now, did you have an idea of what you wanted to be enrolled into through ManCan, or no? No. No? Okay. Um, so let's see here. So, I do know that ManCan, they do offer three medical plans. Um, one of the medical plans is the MVC TeleRx. Now, that one just covers your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. It's \$15.65 per week. Then two other medical plans, the VIP plans. Now, those actually cover your hospital visits, doctor visits and medication coverage. However, the only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things. But those range from \$16.22 to \$17.88. However, ManCan does offer other things like dental, short-term disability, term life, which is life insurance, vision, critical illness, group accident, and behavioral health. Okay. Um, I will pick the one that has the hospital visits and doctor visits. Okay. So one of the VIP plans? So which one, the Standard or the Classic? Um, what is the Classic again? Um, so the VIP Classic covers hospitals, doctors and medications. Uh, the Standard is \$16.22, whilst the Classic's \$17.88. Okay. And that Classic has the doctor visits? Correct, hospitals, doctors and medications. Yes, ma'am. Okay. I will do the Classic. Okay. So just medical. Anything else? N- no, not at this time. Okay. So doing the VIP Classic for employee only would make your total deduction \$17.88 per week. Do you authorize ManCan to make that deduction for you? Yes. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$17.88 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that ManCan is a Section 125 client. So, what Section 125 is, it's an IRS code, which means employees can pay their premiums with pre-tax dollars. But that also means you must stay in these elections until the

next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Jasmine, is there anything else I could help you out with today? No, sir. Awesome. Well, thank you for calling Benefits in a Card. And I hope you have a wonderful day, okay? Thank you. You, too. Thank you. Bye-bye. Mm. Bye-bye.

## 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 Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. Yes. I'm calling to enroll for, um, medical coverage.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: ManCan.

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

Speaker speaker\_2: 5500.

Speaker speaker\_1: Yeah. 5500. And what was your first and last name?

Speaker speaker\_2: Jasmine Partridge.

Speaker speaker\_1: Partridge. And did you recently just start with ManCan?

Speaker speaker\_2: Yes, um, today.

Speaker speaker\_1: Okay, um, 'cause I wasn't seeing your file in our system just yet. So, in order for me to create the file in our system to enroll you into their benefits, I need your full Social.

Speaker speaker\_2: Okay. 286-82-5500.

Speaker speaker\_1: Will you spell your last name for me, Jasmine?

Speaker speaker\_2: P-A-R. T, as in Tom. R-I-D, as in dog. G, as in Greg. E, as in Eric.

Speaker speaker\_1: Okay. And your home address, including city, state and zip code.

Speaker speaker\_2: 99 Eastgay, one word. E-A-S-T G-A-Y Drive, Apartment A. Akron, Ohio 44313.

Speaker speaker\_1: And a date of birth?

Speaker speaker\_2: 09/05/1984.

Speaker speaker\_1: And a good telephone number to have is 234-205-6827.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And do you have a good email?

Speaker speaker\_2: The letter J, my last name, partridge84 at gmail.com.

Speaker speaker\_1: Gmail. Okay. So, let's see here. Now, did you have an idea of what you wanted to be enrolled into through ManCan, or no?

Speaker speaker\_2: No.

Speaker speaker\_1: No? Okay. Um, so let's see here. So, I do know that ManCan, they do offer three medical plans. Um, one of the medical plans is the MVC TeleRx. Now, that one just covers your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. It's \$15.65 per week. Then two other medical plans, the VIP plans. Now, those actually cover your hospital visits, doctor visits and medication coverage. However, the only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things. But those range from \$16.22 to \$17.88. However, ManCan does offer other things like dental, short-term disability, term life, which is life insurance, vision, critical illness, group accident, and behavioral health.

Speaker speaker\_2: Okay. Um, I will pick the one that has the hospital visits and doctor visits.

Speaker speaker\_1: Okay. So one of the VIP plans? So which one, the Standard or the Classic?

Speaker speaker\_2: Um, what is the Classic again?

Speaker speaker\_1: Um, so the VIP Classic covers hospitals, doctors and medications. Uh, the Standard is \$16.22, whilst the Classic's \$17.88.

Speaker speaker\_2: Okay. And that Classic has the doctor visits?

Speaker speaker\_1: Correct, hospitals, doctors and medications. Yes, ma'am.

Speaker speaker\_2: Okay. I will do the Classic.

Speaker speaker\_1: Okay. So just medical. Anything else?

Speaker speaker\_2: N- no, not at this time.

Speaker speaker\_1: Okay. So doing the VIP Classic for employee only would make your total deduction \$17.88 per week. Do you authorize ManCan to make that deduction for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$17.88 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that ManCan is a Section 125 client. So, what

Section 125 is, it's an IRS code, which means employees can pay their premiums with pre-tax dollars. But that also means you must stay in these elections until the next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Jasmine, is there anything else I could help you out with today?

Speaker speaker\_2: No, sir.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits in a Card. And I hope you have a wonderful day, okay?

Speaker speaker\_2: Thank you. You, too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Mm. Bye-bye.