

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, I was enrolling for insurance, please. Okay. What's the staffing agency you work for? MAU. And the last four of your Social? Uh, 1135. And what was your first and last name? Uh, Jacob, J-A-C-O-B. Last name Danner, D-A-N-N-E-R. And for security purposes, could you verify your home address, including city, state and zip code, Jacob? Yeah. 108 Davenport Avenue, Greer, South Carolina 29650. And confirm your date of birth. 12/05/1985. And a good telephone number have is 864-907-0613. That's it. And the email I have is Danner_Jacob@Yahoo. Yeah. Okay. Um, so let's see here. Now, did you have an idea of what you wanted to be enrolled into or no? Uh, kinda. I wanted maybe the enhance, but I was gonna see how much that would cost me. Um, so let's see. So they have the Ensure Plus Enhance, which covers hospitals, doctors and medications at \$24.69. And then they have the MEC Enhance, which covers preventative health care services as well as hospitals, doctors and medications at \$23.14 per week. All right. Per week. Uh, yeah, w- which one... I mean, I guess, the Stay Healthy and the Ensure. Let's just go ahead and do the Ensure Plus Enhanced. Okay, so the Ensure Plus Enhanced was just medical. Anything else? Yeah. Uh, what does vision cover? Um, so when it comes to vision, it's just co-pays. However, your co-pay for an eye exam would be \$10. Co-pay for lenses and frames, \$25. However, your contact lens fitting is zero, so it's free. But they do offer a frames allowance for \$130. And vision for employee only is \$2.15 per week. All right. How much for vision? \$2.11 or 15. My bad. All right. Yeah, let's add the vision to it if it's only \$2.11. Okay. Let's see. So the Ensure Plus Enhanced and vision for employee only. Anything else? Hey. No, that's it, my man. So doing those two would make your total deductions \$26.84 per week. Do you authorize MAU to make that deduction for you? Yeah, that's fine with me. Okay. I'm going to go ahead and save that. 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 your first payroll deduction of the \$26.84 come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Awesome. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. All right. However, I do see that MAU is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees could 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, Jacob, is there anything else I can help you out with today? No, man, that's it. I really appreciate it. You're welcome. You have a great day, okay? All right. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah, I was enrolling for insurance, please.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 1135.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Uh, Jacob, J-A-C-O-B. Last name Danner, D-A-N-N-E-R.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Jacob?

Speaker speaker_1: Yeah. 108 Davenport Avenue, Greer, South Carolina 29650.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 12/05/1985.

Speaker speaker_0: And a good telephone number have is 864-907-0613.

Speaker speaker_1: That's it.

Speaker speaker_0: And the email I have is Danner_Jacob@Yahoo.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so let's see here. Now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: Uh, kinda. I wanted maybe the enhance, but I was gonna see how much that would cost me.

Speaker speaker_0: Um, so let's see. So they have the Ensure Plus Enhance, which covers hospitals, doctors and medications at \$24.69. And then they have the MEC Enhance, which covers preventative health care services as well as hospitals, doctors and medications at \$23.14 per week.

Speaker speaker_1: All right. Per week. Uh, yeah, w- which one... I mean, I guess, the Stay Healthy and the Ensure. Let's just go ahead and do the Ensure Plus Enhanced.

Speaker speaker_0: Okay, so the Ensure Plus Enhanced was just medical. Anything else?

Speaker speaker_1: Yeah. Uh, what does vision cover?

Speaker speaker_0: Um, so when it comes to vision, it's just co-pays. However, your co-pay for an eye exam would be \$10. Co-pay for lenses and frames, \$25. However, your contact lens fitting is zero, so it's free. But they do offer a frames allowance for \$130. And vision for employee only is \$2.15 per week.

Speaker speaker_1: All right. How much for vision?

Speaker speaker_0: \$2.11 or 15. My bad.

Speaker speaker_1: All right. Yeah, let's add the vision to it if it's only \$2.11.

Speaker speaker_0: Okay. Let's see. So the Ensure Plus Enhanced and vision for employee only. Anything else? Hey.

Speaker speaker_1: No, that's it, my man.

Speaker speaker_0: So doing those two would make your total deductions \$26.84 per week. Do you authorize MAU to make that deduction for you?

Speaker speaker_1: Yeah, that's fine with me.

Speaker speaker_0: Okay. I'm going to go ahead and save that. 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 your first payroll deduction of the \$26.84 come off your paycheck, coverage begins the Monday we receive that deduction from MAU.

Speaker speaker_1: Awesome.

Speaker speaker_0: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail.

Speaker speaker_1: All right.

Speaker speaker_0: However, I do see that MAU is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees could 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, Jacob, is there anything else I can help you out with today?

Speaker speaker_1: No, man, that's it. I really appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right. You as well.

Speaker speaker_0: Thank you. Bye-bye.