

Transcript: Justin

Mills-4742878993104896-6376459200937984

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, I'd like to enroll in some benefits. Okay. What's the staffing agency you work for? I work for MAU at Kimberly-Clark. And the last four of your Social? 3777. Okay. What was your first and last name? Uh, Jonath- Jonathan Gray. And for security purposes, could you verify your home address, including city, state and zip code, Jonathan? Uh, I- I currently live at, uh, 521 Ellison Way, Augusta, Georgia, 30907. And your date of birth? December 19th, 1984. And a good telephone number have a 706-513-8318. Uh, yeah, that's correct. And the email I have is nytbird03@yahoo. Yeah, that's correct. Okay. Um, so looking at the file, it looks like you're currently enrolled into the Ensure+ Enhanced, which is your medical plan, dental and vision for employee only. Did you wanna make changes to that or do you wanna keep all of that? Uh, well, i- is it possible to go to the Stay Healthy MEC Enhanced? Yeah, I can put you down for that one instead. Yeah. So let's see here. So your current deductions right now with that current medical plan, the Ensure+ Enhanced, as well as dental and vision, was \$30.35. However, switching to the MEC Enhanced would make your new total deductions \$28.79 per week. Do you authorize MAU to make that deduction for you? Uh, yeah. Okay. So I'm gonna save that. So I do wanna let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$28.79 come off your paycheck, that's how you know the new medical plan was switched. Um, seven to 10 business days later, you'll receive new physical policy ID card information in the mail. However, I do see that MAU 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. But other than that, Jonathan, is there anything else I could help you out with today? Um, the physical card coming in the mail? Correct. Within seven to 10 business days after you become active. Yes, sir. Okay. All right. Is this... Is this is cheaper plan than the other one? Um, the MEC Enhanced is \$23.13, while the Ensure+ Enhanced is 25 cents and 69 cents. However, the Ensure+ Enhanced just covered hospitals, doctors and medications, while the MEC Enhanced covers preventative healthcare services as well as hospitals, doctors and medications. Oh, okay. Yeah, that sounds good. Awesome. Is there anything else I could help you out with today? No, that's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay? Thank you. All right. Bye-bye. 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: Uh, I'd like to enroll in some benefits.

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

Speaker speaker_1: I work for MAU at Kimberly-Clark.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3777.

Speaker speaker_0: Okay. What was your first and last name?

Speaker speaker_1: Uh, Jonath- Jonathan Gray.

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

Speaker speaker_1: Uh, I- I currently live at, uh, 521 Ellison Way, Augusta, Georgia, 30907.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: December 19th, 1984.

Speaker speaker_0: And a good telephone number have a 706-513-8318.

Speaker speaker_1: Uh, yeah, that's correct.

Speaker speaker_0: And the email I have is nytbird03@yahoo.

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you're currently enrolled into the Ensure+ Enhanced, which is your medical plan, dental and vision for employee only. Did you wanna make changes to that or do you wanna keep all of that?

Speaker speaker_1: Uh, well, i- is it possible to go to the Stay Healthy MEC Enhanced?

Speaker speaker_0: Yeah, I can put you down for that one instead.

Speaker speaker_1: Yeah.

Speaker speaker_0: So let's see here. So your current deductions right now with that current medical plan, the Ensure+ Enhanced, as well as dental and vision, was \$30.35. However, switching to the MEC Enhanced would make your new total deductions \$28.79 per week. Do you authorize MAU to make that deduction for you?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay. So I'm gonna save that. So I do wanna let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$28.79 come off your paycheck, that's how you know the

new medical plan was switched. Um, seven to 10 business days later, you'll receive new physical policy ID card information in the mail. However, I do see that MAU 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. But other than that, Jonathan, is there anything else I could help you out with today?

Speaker speaker_1: Um, the physical card coming in the mail?

Speaker speaker_0: Correct. Within seven to 10 business days after you become active. Yes, sir.

Speaker speaker_1: Okay. All right. Is this... Is this is cheaper plan than the other one?

Speaker speaker_0: Um, the MEC Enhanced is \$23.13, while the Ensure+ Enhanced is 25 cents and 69 cents. However, the Ensure+ Enhanced just covered hospitals, doctors and medications, while the MEC Enhanced covers preventative healthcare services as well as hospitals, doctors and medications.

Speaker speaker_1: Oh, okay. Yeah, that sounds good.

Speaker speaker_0: Awesome. Is there anything else I could help you out with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye.