

## **Transcript: Justin**

**Mills-5043652462166016-6140802126364672**

### **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? Good morning. I was calling because I received an email, um, last night about activating my, um, account. And during the open enrollment process, I had opted out of receiving benefits. Okay. Um, what's the staffing agency you work for? ATC Healthcare in Milledgeville, Georgia. And the last four of your social? 6309. And what was your first and last name? Shyphea Stanton. And for security purposes, can you verify your home address, including city, state and zip code? 289 Gum Cemetery Road, Milledgeville, Georgia 31061. And confirm your date of birth? May 19th, 1996. And a good telephone number have is 478-776-9695. Yes, sir. And the email I have is your first and last name at gmail.com? That is correct. Okay. Quick question. When did you cancel the coverage? Uh, I'm not specific, um, on the day. I... It was sometime in December. I'm not sure, um, on the exact date, but I did go online and, um, de-select everything. Um... Okay. 'Cause checking the audit tab, I'm seeing where you logged in on the account on December 16th, but you just viewed the employee or you just viewed the account. You didn't make any changes or cancel the coverage. So the, uh, portal automatically rolled over to the following year. Mm-hmm. So whatever you were enrolled into rolled over. Right. And I... Uh, I remember de-selecting everything and then hitting, I think it was confirm or okay or something at the end of... Because I did not want coverage to roll over this, into this year. Okay. So is this something that is stuck or can I opt out of it or is it too late or... How does that work? Um, no. I do know that ATC is outside of their company open enrollment period. Um, I mean, I can drop the dental, term life and vision. However, when it comes to the medical plans, those are Section 125. Okay. So you would actually have to have qualified life event. So if you have coverage elsewhere, you can provide documentation proving that you do, and we can cancel those medical plans. Okay. Um... And would I have to email that to you or how would I go about sending you that information? Um, yeah. That's - ... so I can go ahead and... Yeah. I, I'll email you a QLE submission form email and then you would- Okay. ... just provide documentation of the QLE. And then I can have my back office investigate and go from there. Okay. But during- Yeah. ... this call, could we drop the dental and the others? Yeah. I can drop those for you real quick. So let's see here. Okay. Um, so the current deductions right now with everything was \$88.03. However, dropping the dental, term life and vision, uh, let's see, plus... Would make your new total deductions \$70.98 a week. Okay. Okay. So let me go ahead and save that. So I do know that this pending enrollment does take one to two weeks to go through, unfortunately. Um, then whenever you witness that first deduction of the \$70.98 come off your paycheck, that's how you know the medical, den- or not medical, but the dental, term life and vision was dropped from the coverage. Um- Okay. ... but do you mind if I place you on a brief hold while I get that QLE, uh, submission form email set up for you? No

problem. Okay. I'll be right back for you. Okay? Okay. Okay. Hello? Are you still there? I am. Awesome. Thank you so much for holding. So I went ahead and emailed you that QLE submission form email. Um- Mm-hmm. ... something that you should be looking out for, it's coming from info, that's I-N-F-O, @benefitsinacard.com. Okay? Mm-hmm. Mm-hmm. Okay. Okay. But yeah, there are directions in the email. Just follow the directions that's in the email. Include what needs to be included and then just send it back to me and I can have my back office look at it. And then once I do receive word back from my back office, I'll give you a call back letting you know the response. Okay? Okay. Okay. But other than that, is there anything else I can help you out with there, Ms. Stanton? That was all. Awesome. Well, you have a wonderful day. Okay? Thank you. You do the same. I appreciate it. You're welcome. Bye-bye. 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: Good morning. I was calling because I received an email, um, last night about activating my, um, account. And during the open enrollment process, I had opted out of receiving benefits.

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

Speaker speaker\_2: ATC Healthcare in Milledgeville, Georgia.

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

Speaker speaker\_2: 6309.

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

Speaker speaker\_2: Shyphea Stanton.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_2: 289 Gum Cemetery Road, Milledgeville, Georgia 31061.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: May 19th, 1996.

Speaker speaker\_1: And a good telephone number have is 478-776-9695.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is your first and last name at gmail.com?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: Okay. Quick question. When did you cancel the coverage?

Speaker speaker\_2: Uh, I'm not specific, um, on the day. I... It was sometime in December. I'm not sure, um, on the exact date, but I did go online and, um, de-select everything. Um...

Speaker speaker\_1: Okay. 'Cause checking the audit tab, I'm seeing where you logged in on the account on December 16th, but you just viewed the employee or you just viewed the account. You didn't make any changes or cancel the coverage. So the, uh, portal automatically rolled over to the following year.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So whatever you were enrolled into rolled over.

Speaker speaker\_2: Right. And I... Uh, I remember de-selecting everything and then hitting, I think it was confirm or okay or something at the end of... Because I did not want coverage to roll over this, into this year.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So is this something that is stuck or can I opt out of it or is it too late or... How does that work?

Speaker speaker\_1: Um, no. I do know that ATC is outside of their company open enrollment period. Um, I mean, I can drop the dental, term life and vision. However, when it comes to the medical plans, those are Section 125.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So you would actually have to have qualified life event. So if you have coverage elsewhere, you can provide documentation proving that you do, and we can cancel those medical plans.

Speaker speaker\_2: Okay. Um... And would I have to email that to you or how would I go about sending you that information?

Speaker speaker\_1: Um, yeah.

Speaker speaker\_2: That's -

Speaker speaker\_1: ... so I can go ahead and... Yeah. I, I'll email you a QLE submission form email and then you would-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... just provide documentation of the QLE. And then I can have my back office investigate and go from there.

Speaker speaker\_2: Okay. But during-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... this call, could we drop the dental and the others?

Speaker speaker\_1: Yeah. I can drop those for you real quick. So let's see here.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so the current deductions right now with everything was \$88.03. However, dropping the dental, term life and vision, uh, let's see, plus... Would make your new total deductions \$70.98 a week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. So let me go ahead and save that. So I do know that this pending enrollment does take one to two weeks to go through, unfortunately. Um, then whenever you witness that first deduction of the \$70.98 come off your paycheck, that's how you know the medical, den- or not medical, but the dental, term life and vision was dropped from the coverage. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... but do you mind if I place you on a brief hold while I get that QLE, uh, submission form email set up for you?

Speaker speaker\_2: No problem.

Speaker speaker\_1: Okay. I'll be right back for you. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Hello? Are you still there?

Speaker speaker\_2: I am.

Speaker speaker\_1: Awesome. Thank you so much for holding. So I went ahead and emailed you that QLE submission form email. Um-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... something that you should be looking out for, it's coming from info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker\_2: Mm-hmm. Mm-hmm. Okay.

Speaker speaker\_1: Okay. But yeah, there are directions in the email. Just follow the directions that's in the email. Include what needs to be included and then just send it back to me and I can have my back office look at it. And then once I do receive word back from my back office, I'll give you a call back letting you know the response. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. But other than that, is there anything else I can help you out with there, Ms. Stanton?

Speaker speaker\_2: That was all.

Speaker speaker\_1: Awesome. Well, you have a wonderful day. Okay?

Speaker speaker\_2: Thank you. You do the same. I appreciate it.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Bye-bye.