

Transcript: Justin

Mills-5215410869944320-5163456865157120

Full Transcript

Thank you for calling- Yeah. ... Benefits 10-8 Card. This is Justin. How can I help you today? Hey, Justin. Uh, this is Frankie Campbell. Um, I'm calling because I started with MAU, and I didn't get my... I didn't get a link or nothing to get my, uh, to sign up for my benefit. Um, yeah, let me check on that. Um, so MAU, what's the last four of your Social? 0712. 0712. Frankie Campbell. Let's see. And you said you recently just started with them? Uh, yeah. Okay. Um, so I can create you a file in our system and get you enrolled over the phone, if need be. Oh, yes. Thank you. I appreciate that. Yeah. So, MAU... Okay, so in order for me to create the file, I need your full Social. O- okay. It's 250-15-0712. Okay. Campbell. And your home address, including city, state and zip code. Okay. It's 11 Luke Lane, and that'd be Lot 85, and it's Greenville, South Carolina, 29605. And your date of birth? 11/3/63. And a good telephone number I have is 787-0684? That's correct. And do you have a good email? Yes. It's, uh, it's S as in Sam, E as in Edward, E as in Edward, the number 1, B as in Boy, I as in Ice, R as in Robert, D as in David, 63@yahoo.com. Okay, so let's see here. Um, now were you given a benefit guide through MAU, or no? Uh, y- yeah. I mean, yes. I, I guess they w- well, no. They give us nothing. That's, that's, that's what I don't understand. And, uh, but I know, I think, no, I don't want to get the jobs mixed up. Uh, but no, she, she didn't, she didn't, they didn't say nothing about benefits, period. Okay. Uh, so let's see. So I'll go ahead and email you a copy of the benefit guide, just so you have it, and then give you- Okay. ... a brief rundown of what's offered. So just bear with me one second, okay? Okay. Okay. Yeah. Um, but the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @Benefits10-8Card.com, okay? Oh, okay. Okay. Okay. So let's see here. Now, I do know that, MAU, they do offer four different medical plans. One of the medical plans- What? ... is the Stay Healthy MEC, which covers preventative healthcare services only. So like, physicals, diabetes screenings, vaccinations, stuff like that. Oh. That's \$9.46 per week. Uh- T- then they have two other medical plans, the Ensure+ plans. Uh, they have the Ensure+ Basic and the Ensure+ Enhanced, which both cover hospitals, doctors and medications. The only- Okay. ... major difference between the Basic and the Enhanced is how much the insurance carrier pays to cover things. So- Okay. ... prime example, um, so say, for example, you have to go to intensive care under the Ensure+ Basic. Oh. The insurance carrier will pay \$200 a day, while under the Enhanced- Oh. ... they'll pay up to \$400 a day. Um, but those range from \$17.39 to \$24.69. Okay. However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$23.13 per week. Okay, that's the one I want, the \$23. Okay, so the MEC Enhanced? Yes. Okay. Now, I do know that MAU does offer other things, like dental, short-term disability- Yeah. ... term life, which is life insurance, vision- Mm-hmm. ... critical illness, group accident, and behavior health. Yeah. I want, I want vision and dental and short-term and long-term disability. Okay, so we don't offer

short-term, or long-term disability. I can put you down- Okay, yeah. ... for short-term. Okay. That sounds good. Okay. So just to confirm, we have the MEC Enhanced, dental, short-term disability, and vision, all for employee only, correct? Uh, yeah. Okay. Anything else? Uh, no. Okay. So doing- No, that's all. So doing those four would make your total deduction- Yes. ... \$32.81 per week. We authorize MAU to make the deduction for you. Okay. Yes. Okay. Uh- And how much would it be a week? \$32.81 per week. Okay. Wonderful. Wonderful. That sounds good. Now, 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 \$32.81 come off your paycheck, coverage begins the Monday we receive that deduction- Okay. ... from MAU. Oh, okay. Seven to 10 days later, you'll receive all of your policy and 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- Uh-huh. ... can pay their premiums with pre-tax dollars. But that also means you must stay in the elections until the next company open enrollment period, or if you experience a qualified life event. Oh. However, a qualified life event would be considered as marriage or divorce, birth or adoption- Oh. ... of a child, or gaining coverage elsewhere. Other than that, Frankie, is there anything else I can assist you with today? Okay. Now, now, now, now, are y'all going to off- uh, uh, offer the, uh, the Health Savings Account? Um, no. Reach out to MAU regarding that, 'cause we don't offer that at Benefits 10-8 Card. Okay, then. That's fine. That's fine. That's fine. So, so in a couple of weeks, I should be looking, I should be looking out for my, my card? Correct. Yes, ma'am. Oh, okay then. Okay. Well, that's it. I appreciate your help. You're welcome. You have a great day, okay? Uh-huh. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... Benefits 10-8 Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. Uh, this is Frankie Campbell. Um, I'm calling because I started with MAU, and I didn't get my... I didn't get a link or nothing to get my, uh, to sign up for my benefit.

Speaker speaker_0: Um, yeah, let me check on that. Um, so MAU, what's the last four of your Social?

Speaker speaker_1: 0712.

Speaker speaker_0: 0712. Frankie Campbell. Let's see. And you said you recently just started with them?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay. Um, so I can create you a file in our system and get you enrolled over the phone, if need be.

Speaker speaker_1: Oh, yes. Thank you. I appreciate that.

Speaker speaker_0: Yeah. So, MAU... Okay, so in order for me to create the file, I need your full Social.

Speaker speaker_1: O- okay. It's 250-15-0712.

Speaker speaker_0: Okay. Campbell. And your home address, including city, state and zip code.

Speaker speaker_1: Okay. It's 11 Luke Lane, and that'd be Lot 85, and it's Greenville, South Carolina, 29605.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/3/63.

Speaker speaker_0: And a good telephone number I have is 787-0684?

Speaker speaker_1: That's correct.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Yes. It's, uh, it's S as in Sam, E as in Edward, E as in Edward, the number 1, B as in Boy, I as in Ice, R as in Robert, D as in David, 63@yahoo.com.

Speaker speaker_0: Okay, so let's see here. Um, now were you given a benefit guide through MAU, or no?

Speaker speaker_1: Uh, y- yeah. I mean, yes. I, I guess they w- well, no. They give us nothing. That's, that's, that's what I don't understand. And, uh, but I know, I think, no, I don't want to get the jobs mixed up. Uh, but no, she, she didn't, she didn't, they didn't say nothing about benefits, period.

Speaker speaker_0: Okay. Uh, so let's see. So I'll go ahead and email you a copy of the benefit guide, just so you have it, and then give you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a brief rundown of what's offered. So just bear with me one second, okay?

Speaker speaker_1: Okay. Okay. Yeah.

Speaker speaker_0: Um, but the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @Benefits10-8Card.com, okay?

Speaker speaker_1: Oh, okay. Okay.

Speaker speaker_0: Okay. So let's see here. Now, I do know that, MAU, they do offer four different medical plans. One of the medical plans-

Speaker speaker_1: What?

Speaker speaker_0: ... is the Stay Healthy MEC, which covers preventative healthcare services only. So like, physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_1: Oh.

Speaker speaker_0: That's \$9.46 per week.

Speaker speaker_1: Uh-

Speaker speaker_0: T- then they have two other medical plans, the Ensure+ plans. Uh, they have the Ensure+ Basic and the Ensure+ Enhanced, which both cover hospitals, doctors and medications. The only-

Speaker speaker_1: Okay.

Speaker speaker_0: ... major difference between the Basic and the Enhanced is how much the insurance carrier pays to cover things. So-

Speaker speaker_1: Okay.

Speaker speaker_0: ... prime example, um, so say, for example, you have to go to intensive care under the Ensure+ Basic.

Speaker speaker_1: Oh.

Speaker speaker_0: The insurance carrier will pay \$200 a day, while under the Enhanced-

Speaker speaker_1: Oh.

Speaker speaker_0: ... they'll pay up to \$400 a day. Um, but those range from \$17.39 to \$24.69.

Speaker speaker_1: Okay.

Speaker speaker_0: However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$23.13 per week.

Speaker speaker_1: Okay, that's the one I want, the \$23.

Speaker speaker_0: Okay, so the MEC Enhanced?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now, I do know that MAU does offer other things, like dental, short-term disability-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... term life, which is life insurance, vision-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... critical illness, group accident, and behavior health.

Speaker speaker_1: Yeah. I want, I want vision and dental and short-term and long-term disability.

Speaker speaker_0: Okay, so we don't offer short-term, or long-term disability. I can put you down-

Speaker speaker_1: Okay, yeah.

Speaker speaker_0: ... for short-term.

Speaker speaker_1: Okay. That sounds good.

Speaker speaker_0: Okay. So just to confirm, we have the MEC Enhanced, dental, short-term disability, and vision, all for employee only, correct?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay. Anything else?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Okay. So doing-

Speaker speaker_1: No, that's all.

Speaker speaker_0: So doing those four would make your total deduction-

Speaker speaker_1: Yes.

Speaker speaker_0: ... \$32.81 per week. We authorize MAU to make the deduction for you.

Speaker speaker_1: Okay. Yes.

Speaker speaker_0: Okay. Uh-

Speaker speaker_1: And how much would it be a week?

Speaker speaker_0: \$32.81 per week.

Speaker speaker_1: Okay. Wonderful. Wonderful. That sounds good.

Speaker speaker_0: Now, 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 \$32.81 come off your paycheck, coverage begins the Monday we receive that deduction-

Speaker speaker_1: Okay.

Speaker speaker_0: ... from MAU.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Seven to 10 days later, you'll receive all of your policy and 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-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... can pay their premiums with pre-tax dollars. But that also means you must stay in the elections until the next company open enrollment period, or if you experience a qualified life event.

Speaker speaker_1: Oh.

Speaker speaker_0: However, a qualified life event would be considered as marriage or divorce, birth or adoption-

Speaker speaker_1: Oh.

Speaker speaker_0: ... of a child, or gaining coverage elsewhere. Other than that, Frankie, is there anything else I can assist you with today?

Speaker speaker_1: Okay. Now, now, now, now, are y'all going to off- uh, uh, offer the, uh, the Health Savings Account?

Speaker speaker_0: Um, no. Reach out to MAU regarding that, 'cause we don't offer that at Benefits 10-8 Card.

Speaker speaker_1: Okay, then. That's fine. That's fine. That's fine. So, so in a couple of weeks, I should be looking, I should be looking out for my, my card?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Oh, okay then. Okay. Well, that's it. I appreciate your help.

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

Speaker speaker_1: Uh-huh. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.