

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, hi, Justin. I'm looking to get, um, benefits, and I'm trying to enroll at this moment, but I was trying to figure out how to go about it. I can get you enrolled over the phone. What's the staffing agency you work for? ManCan. And the last four of your social? 6573. And what was your first and last name? Kayla Hall. And for security purposes, can you verify your home address, including city, state and zip code, Kayla? Of course. 27645 Bishop Hart Drive, Apartment 615, Willoughby Hills, 44092. And confirm your date of birth. February 20th, 2001. And a good telephone number has 216-622-5009? Yes, sir. And the email is kaylahall482 at gmail? Yes, sir. Okay. Now, were you given a benefit guide through ManCan by any chance or no? Um, no. Okay. Um, so I'll go ahead and email you a copy of the benefit guide, just so you have it, and then- Okay. ... give you a brief rundown of what's offered. So just bear with me one second, okay? No problem. Okay. So that email that you should be looking out for for the benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay, so let's see here. So ManCan, they do offer three medical plans. One of the medical plans is the Stay Healthy M.E.C. TeleRx. Now that one just covers preventative health care services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$15.65 per week. And they offer two other medical plans, the VIP Standard and the VIP Classic, which both cover hospitals, doctors and medications. The only major difference between the Standard and the Classic is just how much the insurance carrier pays to cover things. So prime example is to say, for example, you have to get surgery in a hospital. Under-Yeah. ... the VIP Standard, the insurance carrier will pay \$250 a day, while under the Classic, they pay out \$500 a day. So, like I said, that's pretty much the only major difference between those two. Um, but those range from \$16.22 to \$17.88. Oh, well, I definitely will want the Classic, like the best one to get. Okay, so the VIP Classic? Yeah. Okay. And I do know that ManCan does offer other things like short-term disability, um, vision, dental, group accident, term life, which is life insurance and behavioral health. Okay. Okay. Okay. So did you want, want those additional benefits or just the medical? Yes. Yeah, uh, yeah, I want the dental, the vision. Okay. Let's see here. So dental, vision, the VIP Classic as well as disability, term life, group accident as well? Yeah, that's fine. Okay. Let's see here. So just to confirm, we have a VIP Classic, dental, short-term disability, term life, vision and group accident all for employee only, correct? Yes. Okay, so doing all of those would make your total deduction \$30.73 per week. Do you authorize ManCan to make the deduction for you? Yeah, that's fine. Okay, so I'm going to save that. And who do you want to put down as your beneficiary for the term life? Um, I'm gonna put my sister. Okay, and her first and last name? Karlie Hall. Karlie. Is that with a C or a K? With a K. K-A-R-L-I-E. Okay. Sibling, 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 your first payroll deduction of the \$30.73 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. Okay. 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, Kayla, is there anything else I could assist you with today? Um, no, I think that's it. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? Okay. Thank you so much, Justin. Have a great day. You as well. Bye-bye. All right, bye.

Conversation Format

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

Speaker speaker_1: Um, hi, Justin. I'm looking to get, um, benefits, and I'm trying to enroll at this moment, but I was trying to figure out how to go about it.

Speaker speaker_0: I can get you enrolled over the phone. What's the staffing agency you work for?

Speaker speaker_1: ManCan.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6573.

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

Speaker speaker_1: Kayla Hall.

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

Speaker speaker_1: Of course. 27645 Bishop Hart Drive, Apartment 615, Willoughby Hills, 44092.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: February 20th, 2001.

Speaker speaker_0: And a good telephone number has 216-622-5009?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is kaylahall482 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Now, were you given a benefit guide through ManCan by any chance or no?

Speaker speaker_1: Um, no.

Speaker speaker_0: Okay. Um, so I'll go ahead and email you a copy of the benefit guide, just so you have it, and then-

Speaker speaker_1: Okay.

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

Speaker speaker_1: No problem.

Speaker speaker_0: Okay. So that email that you should be looking out for for the benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so let's see here. So ManCan, they do offer three medical plans. One of the medical plans is the Stay Healthy M.E.C. TeleRx. Now that one just covers preventative health care services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$15.65 per week. And they offer two other medical plans, the VIP Standard and the VIP Classic, which both cover hospitals, doctors and medications. The only major difference between the Standard and the Classic is just how much the insurance carrier pays to cover things. So prime example is to say, for example, you have to get surgery in a hospital. Under-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the VIP Standard, the insurance carrier will pay \$250 a day, while under the Classic, they pay out \$500 a day. So, like I said, that's pretty much the only major difference between those two. Um, but those range from \$16.22 to \$17.88.

Speaker speaker_1: Oh, well, I definitely will want the Classic, like the best one to get.

Speaker speaker_0: Okay, so the VIP Classic?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And I do know that ManCan does offer other things like short-term disability, um, vision, dental, group accident, term life, which is life insurance and behavioral health.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Okay. So did you want, want those additional benefits or just the medical?

Speaker speaker_1: Yes. Yeah, uh, yeah, I want the dental, the vision.

Speaker speaker_0: Okay. Let's see here. So dental, vision, the VIP Classic as well as disability, term life, group accident as well?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay. Let's see here. So just to confirm, we have a VIP Classic, dental, short-term disability, term life, vision and group accident all for employee only, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so doing all of those would make your total deduction \$30.73 per week. Do you authorize ManCan to make the deduction for you?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay, so I'm going to save that. And who do you want to put down as your beneficiary for the term life?

Speaker speaker_1: Um, I'm gonna put my sister.

Speaker speaker_0: Okay, and her first and last name?

Speaker speaker_1: Karlie Hall.

Speaker speaker_0: Karlie. Is that with a C or a K?

Speaker speaker_1: With a K. K-A-R-L-I-E.

Speaker speaker_0: Okay. Sibling, 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 your first payroll deduction of the \$30.73 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.

Speaker speaker_1: Okay.

Speaker speaker_0: 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, Kayla, is there anything else I could assist you with today?

Speaker speaker_1: Um, no, I think that's it.

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

Speaker speaker_1: Okay. Thank you so much, Justin. Have a great day.

Speaker speaker_0: You as well. Bye-bye.

Speaker speaker_1: All right, bye.