

## Transcript: Justin

**Mills-5383426479276032-5817609756393472**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, this is Vic Cooper with Partners Personnel assigned over at CNF in, uh, Suwannee. How you doing? Doing pretty well, and yourself? So far, so good. I wanna know, do you have benefits for vision care? Um, yes. So I do know that Partners Personnel does offer vision through them. However, let me try pulling your file to give you more in-depth. Um, what's the last four of your Social? 3744. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Cooper? 321 Reed Way, Monroe, Georgia 30655. And confirm your date of birth? 92466. And a good telephone number have a 678-386-6265? Yes. And the email I have is vicd.cooper at Yahoo? Yes. Okay, so let's see here. So I do know that Partners does offer one vision plan. However, when it comes to vision, uh, let's see here... Your copay for an eye exam would be \$10, copay for lenses and frames, \$25. However, they do offer a frames allowance for \$130, and vision for employee only is \$2.15 per week. All right. Well, then, that's the, uh, is that the minimum or maximum of what they offer? Um, so there's only one vision plan offered through, um, Partners. And who could I use that with? What, uh, eye care? Like LensCrafters, Pearl, or who? Uh, let me see. Hands on the steering wheel. Um, yes, so you can choose a large network from, uh, Costco Optical, Walmart, Sam's Club and Visionworks. Those are some of the providers that's accepted by the, for the... They accept this vision insurance. However, it's through MetLife. I do know that. So that's the insurance carrier for vision, MetLife. Do they offer anything with LensCrafters? Uh, no sir, not that I can see. The only thing that I'm seeing is Costco Optical, Walmart, Sam's Club and Visionworks. Is that all right? Well, I'd like to sign up for that. Okay, so just vision only? Anything else? That'll be all. Okay, so doing vision only would make your total deductions \$2.15 per week. Do you authorize Partners Personnel to make that deduction for you? Yes, sir. 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 \$2.15 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners 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 their 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, Victor, is there anything else I could help you out with today? That'll be all. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right? Likewise. Thank you. 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: Hello, this is Vic Cooper with Partners Personnel assigned over at CNF in, uh, Suwannee. How you doing?

Speaker speaker\_0: Doing pretty well, and yourself?

Speaker speaker\_1: So far, so good. I wanna know, do you have benefits for vision care?

Speaker speaker\_0: Um, yes. So I do know that Partners Personnel does offer vision through them. However, let me try pulling your file to give you more in-depth. Um, what's the last four of your Social?

Speaker speaker\_1: 3744.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Mr. Cooper?

Speaker speaker\_1: 321 Reed Way, Monroe, Georgia 30655.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 92466.

Speaker speaker\_0: And a good telephone number have a 678-386-6265?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is vicd.cooper at Yahoo?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see here. So I do know that Partners does offer one vision plan. However, when it comes to vision, uh, let's see here... Your copay for an eye exam would be \$10, copay for lenses and frames, \$25. However, they do offer a frames allowance for \$130, and vision for employee only is \$2.15 per week.

Speaker speaker\_1: All right. Well, then, that's the, uh, is that the minimum or maximum of what they offer?

Speaker speaker\_0: Um, so there's only one vision plan offered through, um, Partners.

Speaker speaker\_1: And who could I use that with? What, uh, eye care? Like LensCrafters, Pearl, or who?

Speaker speaker\_0: Uh, let me see.

Speaker speaker\_1: Hands on the steering wheel.

Speaker speaker\_0: Um, yes, so you can choose a large network from, uh, Costco Optical, Walmart, Sam's Club and Visionworks. Those are some of the providers that's accepted by

the, for the... They accept this vision insurance. However, it's through MetLife. I do know that. So that's the insurance carrier for vision, MetLife.

Speaker speaker\_1: Do they offer anything with LensCrafters?

Speaker speaker\_0: Uh, no sir, not that I can see. The only thing that I'm seeing is Costco Optical, Walmart, Sam's Club and Visionworks.

Speaker speaker\_1: Is that all right? Well, I'd like to sign up for that.

Speaker speaker\_0: Okay, so just vision only? Anything else?

Speaker speaker\_1: That'll be all.

Speaker speaker\_0: Okay, so doing vision only would make your total deductions \$2.15 per week. Do you authorize Partners Personnel to make that deduction for you?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: 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 \$2.15 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners 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 their 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, Victor, is there anything else I could help you out with today?

Speaker speaker\_1: That'll be all.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right?

Speaker speaker\_1: Likewise.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.