

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Incentives. This is Justin. How may I help you today? Uh, yes, sir. This is Glenn Howard. I was, uh, missed a call from you earlier. Okay. Uh, I think it may be in regards to... Uh, I didn't check the voicemail. I just, I think I know what it's about. I think it's, I, I think I need to update some information on my, on my dependents. Uh- Yeah. What's that staffing agency you work for? Uh, it's MAU. And the last four of your Social? 4473. And for security purposes, could you verify your home address, including city, state and zip code, Glenn? Uh, 907 West Pleasant Round Road, Lancaster, Texas 75146. And your date of birth? 01/17/75. And a good telephone number has 945-994-0966? Yes, sir. And the email has gchoward75 at gmail? Yes, sir. Okay, so let me check note history and see what's going on. Bear with me one second, okay? Mm-hmm. Okay. Okay, so I do know that there was an outbound call regarding an enrollment form we received from, uh, MAU. Um, you elected multiple medical plans, and you forgot to list your dependent information. So, we were just calling to obtain dependent information and, um, determine what medical plan you wanted. Okay. Okay. Um, so let's see here. So, we'll go down- So, that dependent information I'll have to... Okay. So, I'll, I'll probably have to call you all back, because I'm, I'm actually in orientation right now. Mm-hmm. And I don't have their Social Security cards and all that handy. But I know that I didn't put in, like, their birth dates and Social Security numbers when I did it. Okay. Um, so let's see here. So, I can either make this change right now, um, put you down for employee plus family coverage and just put in all zeroes for the Socials. Um, and then whenever you do have the Socials, you can just give us a call back from there. Okay. Okay. Yeah, that'll be fine. I, uh, I don't know how I did two different plans. I thought I did the employee plus family plan. Yes, sir. Um, so let's see. So, you put down for the Stay Healthy MEC, the Insure Plus Basic, Insure Plus Enhanced all for employee plus family. So, we were just confirming which medical plan you wanted. So, I put them all down? Yes, sir. Um, so the MEC, the Stay Healthy MEC just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. While the Insure Plus plans, those actually cover your hospital visits, doctor visits and medication coverage. Yeah. I thought I had changed it to the, uh, the, the Plus plan. Okay. Let's see. Did you want the Basic or the Enhanced for the Insure Plus? I wanted the, the, the Enhanced. Okay, the Enhanced. All right. Let's see here..... Okay. Okay, so doing everything for employee plus family, that includes the medical plans, dental, term life, vision, critical illness, group accident, behavioral health and ID experts for employee plus family would make your total deductions \$92.07 per week. Okay? Okay. Okay. So, I'm going to go ahead and save that. And then add your dependents down. What's your spouse's first name? Uh, Destiny. D-E-S-T-I-N-Y. Last name Pears. P-E-A-R-S. I'll put in all zeroes. Email, and what's her date of birth? Uh, her date of birth is 02/16/95. 1995. Okay. And the first child? Uh, the first child is Gwendolyn.

G-W-E-N-D-O-L-Y-N. Last name Howard. Zeroes, child, email. Her date of birth? Her date of birth is 12/2/1995. Okay. Let's see. So, it looks like Gwendolyn is above the age of 26. I wouldn't be able to add her as a dependent. What? No, Gwendolyn is nine years old. What did I say? I'm sorry. 97- She's 27- 95. No, I'm, I'm sorry. I'm in 2016. She's nine. That was my apologies. She'll be turning 10 this year. Uh, I think I added another 10 to her. No worries. Let's see here. So, December 2nd, 2016? Yes. Okay. And is there another child- 2015, I'm sorry. 20- 2015. 2015. Yeah, she's getting ready to turn 10 this year. This is why I didn't do it when I signed up for the day, because I didn't have all their birth certificates in front of me, and I had like four dependents. And it's hard remembering all them birthdays. I totally understand. Let's see here. And the next child? The next child is Jamaal, J-A-M-A-A-L. Last name Howard. Zeroes for the Social. And his date of birth? His date of birth is, uh, October 2nd, 2016. 2016. Okay. Yeah. And the next child? The next child is Isiah, I-S-A-I-A-H. Last name Howard. And his date of birth? His date of birth... Woof. This one always gets me. I get them mixed up. This is why I need the birth certificates handy. His date of birth is... Let me look at my birth certificate. June... June the 28th, 2000. So June 28, 2000? Yes. Can I do- can I do these online or do I have to do them over the phone? Um, you could do them online, it's just easier to do them on the phone. Yeah 'cause I'm- I'm really bad with these birthdays, uh, and I know, uh, let's see. Okay, I'll go back online and correct it if I got it wrong. Okay. So we have Gwendolyn, Jamal, Isiah, and you said you have another dependent as well? Is that correct? I have, uh, Novah, N-O-V-A-H, last name Howard. Zeroes for the social, and their social? Uh... That was the birthdate. Not social, date of birth, my apologies. Yeah. Her birthday is, uh, 4/21. Uh, what's this? This is 2025, uh, so hers is 2021. Okay. And is that the last dependent? Then I have one more dependent. One more, okay. And that last dependent? The last- last one is Kingston, K-I-N-G-S-T-O-N, last name Howard. Um, and their date of birth? And his date of birth is July 22nd, 2000. 2000, okay. Female, okay. So I went ahead and added your dependents down to the coverage. Like I said earlier, once you do have their socials, just give us a call back so we can add the socials to the coverage. Now, I do want to 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 \$92.07 come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Okay. Seven to 10 business 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 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, Glenn, is there anything else I can assist you with today? Uh, no, but it is gonna be a pre-tax deduction, right? Correct. Okay. Okay. Um, but like I said, once you do have their socials, just give us a call back, okay? Okay. Awesome. Well, you have a wonderful day, okay Glenn? You too. Thank you for your help. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Incentives. This is Justin. How may I help you today?

Speaker speaker_1: Uh, yes, sir. This is Glenn Howard. I was, uh, missed a call from you earlier.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, I think it may be in regards to... Uh, I didn't check the voicemail. I just, I think I know what it's about. I think it's, I, I think I need to update some information on my, on my dependents. Uh-

Speaker speaker_0: Yeah. W- what's that staffing agency you work for?

Speaker speaker_1: Uh, it's MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4473.

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

Speaker speaker_1: Uh, 907 West Pleasant Round Road, Lancaster, Texas 75146.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 01/17/75.

Speaker speaker_0: And a good telephone number has 945-994-0966?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email has gchoward75 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let me check note history and see what's going on. Bear with me one second, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Okay, so I do know that there was an outbound call regarding an enrollment form we received from, uh, MAU. Um, you elected multiple medical plans, and you forgot to list your dependent information. So, we were just calling to obtain dependent information and, um, determine what medical plan you wanted.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, so let's see here. So, we'll go down-

Speaker speaker_1: So, that dependent information I'll have to... Okay. So, I'll, I'll probably have to call you all back, because I'm, I'm actually in orientation right now.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I don't have their Social Security cards and all that handy. But I know that I didn't put in, like, their birth dates and Social Security numbers when I did it.

Speaker speaker_0: Okay. Um, so let's see here. So, I can either make this change right now, um, put you down for employee plus family coverage and just put in all zeroes for the Socials. Um, and then whenever you do have the Socials, you can just give us a call back from there.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, that'll be fine. I, uh, I don't know how I did two different plans. I thought I did the employee plus family plan.

Speaker speaker_0: Yes, sir. Um, so let's see. So, you put down for the Stay Healthy MEC, the Insure Plus Basic, Insure Plus Enhanced all for employee plus family. So, we were just confirming which medical plan you wanted.

Speaker speaker_1: So, I put them all down?

Speaker speaker_0: Yes, sir. Um, so the MEC, the Stay Healthy MEC just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. While the Insure Plus plans, those actually cover your hospital visits, doctor visits and medication coverage.

Speaker speaker_1: Yeah. I thought I had changed it to the, uh, the, the Plus plan.

Speaker speaker_0: Okay. Let's see. Did you want the Basic or the Enhanced for the Insure Plus?

Speaker speaker_1: I wanted the, the, the Enhanced.

Speaker speaker_0: Okay, the Enhanced. All right. Let's see here..... Okay. Okay, so doing everything for employee plus family, that includes the medical plans, dental, term life, vision, critical illness, group accident, behavioral health and ID experts for employee plus family would make your total deductions \$92.07 per week. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So, I'm going to go ahead and save that. And then add your dependents down. What's your spouse's first name?

Speaker speaker_1: Uh, Destiny. D-E-S-T-I-N-Y. Last name Pears. P-E-A-R-S.

Speaker speaker_0: I'll put in all zeroes. Email, and what's her date of birth?

Speaker speaker_1: Uh, her date of birth is 02/16/95.

Speaker speaker_0: 1995. Okay. And the first child?

Speaker speaker_1: Uh, the first child is Gwendolyn. G-W-E-N-D-O-L-Y-N. Last name Howard.

Speaker speaker_0: Zeroes, child, email. Her date of birth?

Speaker speaker_1: Her date of birth is 12/2/1995.

Speaker speaker_0: Okay. Let's see. So, it looks like Gwendolyn is above the age of 26. I wouldn't be able to add her as a dependent.

Speaker speaker_1: What? No, Gwendolyn is nine years old. What did I say? I'm sorry.

Speaker speaker_0: 97-

Speaker speaker_1: She's 27-

Speaker speaker_0: 95.

Speaker speaker_1: No, I'm, I'm sorry. I'm in 2016. She's nine.

Speaker speaker_0: That was my apologies.

Speaker speaker_1: She'll be turning 10 this year. Uh, I think I added another 10 to her.

Speaker speaker_0: No worries. Let's see here. So, December 2nd, 2016?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And is there another child-

Speaker speaker_1: 2015, I'm sorry. 20- 2015.

Speaker speaker_0: 2015.

Speaker speaker_1: Yeah, she's getting ready to turn 10 this year. This is why I didn't do it when I signed up for the day, because I didn't have all their birth certificates in front of me, and I had like four dependents. And it's hard remembering all them birthdays.

Speaker speaker_0: I totally understand. Let's see here. And the next child?

Speaker speaker_1: The next child is Jamaal, J-A-M-A-A-L. Last name Howard.

Speaker speaker_0: Zeroes for the Social. And his date of birth?

Speaker speaker_1: His date of birth is, uh, October 2nd, 2016.

Speaker speaker_0: 2016. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the next child?

Speaker speaker_1: The next child is Isiah, I-S-A-I-A-H. Last name Howard.

Speaker speaker_0: And his date of birth?

Speaker speaker_1: His date of birth... Woof. This one always gets me. I get them mixed up. This is why I need the birth certificates handy. His date of birth is... Let me look at my birth certificate. June... June the 28th, 2000.

Speaker speaker_0: So June 28, 2000?

Speaker speaker_1: Yes. Can I do- can I do these online or do I have to do them over the phone?

Speaker speaker_0: Um, you could do them online, it's just easier to do them on the phone.

Speaker speaker_1: Yeah 'cause I'm- I'm really bad with these birthdays, uh, and I know, uh, let's see. Okay, I'll go back online and correct it if I got it wrong.

Speaker speaker_0: Okay. So we have Gwendolyn, Jamal, Isiah, and you said you have another dependent as well? Is that correct?

Speaker speaker_1: I have, uh, Novah, N-O-V-A-H, last name Howard.

Speaker speaker_0: Zeroes for the social, and their social?

Speaker speaker_1: Uh... That was the birthdate.

Speaker speaker_0: Not social, date of birth, my apologies.

Speaker speaker_1: Yeah. Her birthday is, uh, 4/21. Uh, what's this? This is 2025, uh, so hers is 2021.

Speaker speaker_0: Okay. And is that the last dependent?

Speaker speaker_1: Then I have one more dependent.

Speaker speaker_0: One more, okay. And that last dependent?

Speaker speaker_1: The last- last one is Kingston, K-I-N-G-S-T-O-N, last name Howard.

Speaker speaker_0: Um, and their date of birth?

Speaker speaker_1: And his date of birth is July 22nd, 2000.

Speaker speaker_0: 2000, okay. Female, okay. So I went ahead and added your dependents down to the coverage. Like I said earlier, once you do have their socials, just give us a call back so we can add the socials to the coverage. Now, I do want to 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 \$92.07 come off your paycheck, coverage begins the Monday we receive that deduction from MAU.

Speaker speaker_1: Okay.

Speaker speaker_0: Seven to 10 business 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 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, Glenn, is there anything else I can assist you with today?

Speaker speaker_1: Uh, no, but it is gonna be a pre-tax deduction, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, but like I said, once you do have their socials, just give us a call back, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay Glenn?

Speaker speaker_1: You too. Thank you for your help.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye-bye.