

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. Good morning, uh, Justin. I'm doing fine. And you? Doing pretty well. And yourself? I'm doing all right. I'd like to apply for, um, medical benefits. Okay. What's the staffing agency you work for? Uh, Pa- uh, Partners Personnel. And the last four of your social? Uh, 7511. And what was your first and last name? My first name is Patrick. My last name is Gildon, G-I-L-D-O-N. And for security purposes, could you verify your home address, including city, state and zip code, Patrick? Sure. Uh, 30929 Silver, S-I-L-V-E-R, Palm Drive, Homeland, California 92548. And your date of birth? Uh, 7-23-1967. And a good telephone number I have is 213-352-9255. Yes, sir. And the email I have is patrickgild88@gmail.com. Yep. Okay. Now, did you have an idea of what you wanted to be enrolled into through Partners or no? Uh, I think I got the idea. It's, um, the VIP Standard Health. Okay. Stay healthy, med, I guess. It's \$17.60... \$15.66. Okay. So the VIP Standard and the MEC TeleRx? Uh, yeah, something like that, yeah. Okay. 'Cause the MEC TeleRx covers preventative healthcare services only, while the VIP plans cover your hospital visits, doctor visits and medication coverage. Okay. Uh, well, the last one you just said, yeah. Okay. So just the VIP Standard, or do you... did you want both of them? Uh... Okay, now I'm definitely confused now. Okay, the VIP Standard covers what? Hospitals, doctors and medications. Okay. Yeah, I want that one then. Okay. Doctor visits, yeah. Okay. So just medical. Anything else? Uh, no. Okay. So doing medical only would make your total deduction \$17.66 a week. Do you authorize Partners Personnel to make that deduction for you? Uh, yes. Okay. So I'm gonna go ahead and save that. So I do want to let you know that this pending enrollment will take one to three weeks to go through. Then whenever you witness your first payroll deduction of the \$17.66 come off your paycheck, coverage begins the Monday we receive that deduction from Partners Personnel. Seven to ten business days later, you'll receive 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 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, births or adoption of a child, or gaining coverage elsewhere. But other than that, Mr. Gildon, is there anything else I can help you out with today? Uh, no, that'd be it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay? Hey, you, too, Justin. You take care. All righty. Thank you. Bye-bye. All right. 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: Hey. Good morning, uh, Justin. I'm doing fine. And you?

Speaker speaker\_0: Doing pretty well. And yourself?

Speaker speaker\_1: I'm doing all right. I'd like to apply for, um, medical benefits.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: Uh, Pa- uh, Partners Personnel.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: Uh, 7511.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: My first name is Patrick. My last name is Gildon, G-I-L-D-O-N.

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

Speaker speaker\_1: Sure. Uh, 30929 Silver, S-I-L-V-E-R, Palm Drive, Homeland, California 92548.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Uh, 7-23-1967.

Speaker speaker\_0: And a good telephone number I have is 213-352-9255.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is patrickgild88@gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Now, did you have an idea of what you wanted to be enrolled into through Partners or no?

Speaker speaker\_1: Uh, I think I got the idea. It's, um, the VIP Standard Health.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Stay healthy, med, I guess. It's \$17.60... \$15.66.

Speaker speaker\_0: Okay. So the VIP Standard and the MEC TeleRx?

Speaker speaker\_1: Uh, yeah, something like that, yeah.

Speaker speaker\_0: Okay. 'Cause the MEC TeleRx covers preventative healthcare services only, while the VIP plans cover your hospital visits, doctor visits and medication coverage.

Speaker speaker\_1: Okay. Uh, well, the last one you just said, yeah.

Speaker speaker\_0: Okay. So just the VIP Standard, or do you... did you want both of them?

Speaker speaker\_1: Uh... Okay, now I'm definitely confused now. Okay, the VIP Standard covers what?

Speaker speaker\_0: Hospitals, doctors and medications.

Speaker speaker\_1: Okay. Yeah, I want that one then.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Doctor visits, yeah.

Speaker speaker\_0: Okay. So just medical. Anything else?

Speaker speaker\_1: Uh, no.

Speaker speaker\_0: Okay. So doing medical only would make your total deduction \$17.66 a week. Do you authorize Partners Personnel to make that deduction for you?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay. So I'm gonna go ahead and save that. So I do want to let you know that this pending enrollment will take one to three weeks to go through. Then whenever you witness your first payroll deduction of the \$17.66 come off your paycheck, coverage begins the Monday we receive that deduction from Partners Personnel. Seven to ten business days later, you'll receive 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 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, births or adoption of a child, or gaining coverage elsewhere. But other than that, Mr. Gildon, is there anything else I can help you out with today?

Speaker speaker\_1: Uh, no, that'd be it.

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

Speaker speaker\_1: Hey, you, too, Justin. You take care. All righty.

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

Speaker speaker\_1: All right. Bye-bye.