

## Transcript: Justin

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, um, I am a new employee, uh, with my company, um, and so I'm trying to enroll in the benefits. Okay. What's the name of that staffing agency you work for? Uh, Partners Personnel. And the last four of your social? 0555. Okay. And what was your first and last name? Eric Nester, N-E-S-T-E-R. And for security purposes, can you verify your home address, including city, state and zip code, Eric? Yeah. Uh, 704 19th Street Northwest, Canton, Ohio 44709. And confirm your date of birth? August 3rd, 1987. And a good telephone number have a 614-464-7161. That's correct. And the email address ericjnester@gmail? Yes. Okay. Now, did you have an idea of what you wanted to be enrolled into through Partners or no? Yes, we, we know what we want. Okay. What did you want to be enrolled into? So, there's the... The first part is the Stay Healthy MEC, uh, TeleRx. Okay. Uh, for employee only? Employee plus- No, that'd be for a family. No, that'd be a family. Family, okay. Okay, anything else? Yeah. And then we wanted to add the, uh, on page six in my book, uh, Virtual Primary Care, also for a family. Okay. So, that would be it for now. Okay. So, doing the MEC TeleRx and the Virtual Primary Care for employee plus family would make your total deductions \$33.72 per week. Do you authorize Partners Personnel to make that deduction for you? Yes. Okay. So, I'm going to go ahead and save that and add your dependents down real quick. Um, and what's your spouse's first name? Kara, K-A-R-A. And do you have her social by any chance? Um, I don't offhand. Um, I could probably try to get all these socials and call you back. No worries. I can put in all zeros for everyone as a placeholder. Um, but when you do have the socials, just give us a call back. Okay. And what's Kara's date of birth? Her date of birth is, um, June 26th of 1989. 1989? Yeah. Okay. And then the first child? Her name is Elliana, E-L-L-I-A-N-A. Child. And her date of birth? March 3rd of 2020. Is there another child? Yes, there's one more. And that child's name? Nathan, N-A-T-H-A-N. Add child. And his date of birth? February 1st of 2022. So, like I said earlier, just whenever you do have the socials, just give us a call back so we can add them to the coverage. Will do, will do. I'll get that shortly and give you guys a call back. 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 \$33.72 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. 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 Partners, uh, 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, birth or adoption of a child, or gaining coverage elsewhere. But other

than that, Eric, is there anything else I can help you out with today? No. On, on what you just said, um, so I'm, I'm, I work internally with them technically. I am on the temporary payroll whatever right now, but after 60 days I'll be moved to a, like, full-time employee, um, and getting their, like, insurance. So, um, would that affect what you just said? Um, no sir. Um, so if you get hired on full time, it's totally up to you if you wanted to maintain this coverage or not. Um, but if you get, if, uh- Okay. But I do know that after four weeks of nonpayment you'd receive information regarding COBRA coverage, which pretty much is- Okay. ... the same coverage offered through Partners, but just with a different insurance carrier. Sure, okay. Okay. Well, is there anything else I can help you with today? All right. Well, yeah, I'll get those socials. Nope, I'll get those socials, uh, here shortly and get those to you guys and we'll go from there. Awesome. Well, you have a wonderful day, okay, Eric? Thanks. You too. Thank you. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, um, I am a new employee, uh, with my company, um, and so I'm trying to enroll in the benefits.

Speaker speaker\_1: Okay. What's the name of that staffing agency you work for?

Speaker speaker\_2: Uh, Partners Personnel.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 0555.

Speaker speaker\_1: Okay. And what was your first and last name?

Speaker speaker\_2: Eric Nester, N-E-S-T-E-R.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Eric?

Speaker speaker\_2: Yeah. Uh, 704 19th Street Northwest, Canton, Ohio 44709.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: August 3rd, 1987.

Speaker speaker\_1: And a good telephone number have a 614-464-7161.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email address ericnester@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Now, did you have an idea of what you wanted to be enrolled into through Partners or no?

Speaker speaker\_2: Yes, we, we know what we want.

Speaker speaker\_1: Okay. What did you want to be enrolled into?

Speaker speaker\_2: So, there's the... The first part is the Stay Healthy MEC, uh, TeleRx.

Speaker speaker\_1: Okay. Uh, for employee only? Employee plus-

Speaker speaker\_2: No, that'd be for a family. No, that'd be a family.

Speaker speaker\_1: Family, okay. Okay, anything else?

Speaker speaker\_2: Yeah. And then we wanted to add the, uh, on page six in my book, uh, Virtual Primary Care, also for a family.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, that would be it for now.

Speaker speaker\_1: Okay. So, doing the MEC TeleRx and the Virtual Primary Care for employee plus family would make your total deductions \$33.72 per week. Do you authorize Partners Personnel to make that deduction for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So, I'm going to go ahead and save that and add your dependents down real quick. Um, and what's your spouse's first name?

Speaker speaker\_2: Kara, K-A-R-A.

Speaker speaker\_1: And do you have her social by any chance?

Speaker speaker\_2: Um, I don't offhand. Um, I could probably try to get all these socials and call you back.

Speaker speaker\_1: No worries. I can put in all zeros for everyone as a placeholder. Um, but when you do have the socials, just give us a call back.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And what's Kara's date of birth?

Speaker speaker\_2: Her date of birth is, um, June 26th of 1989.

Speaker speaker\_1: 1989?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And then the first child?

Speaker speaker\_2: Her name is Elliana, E-L-L-I-A-N-A.

Speaker speaker\_1: Child. And her date of birth?

Speaker speaker\_2: March 3rd of 2020.

Speaker speaker\_1: Is there another child?

Speaker speaker\_2: Yes, there's one more.

Speaker speaker\_1: And that child's name?

Speaker speaker\_2: Nathan, N-A-T-H-A-N.

Speaker speaker\_1: Add child. And his date of birth?

Speaker speaker\_2: February 1st of 2022.

Speaker speaker\_1: So, like I said earlier, just whenever you do have the socials, just give us a call back so we can add them to the coverage.

Speaker speaker\_2: Will do, will do. I'll get that shortly and give you guys a call back.

Speaker speaker\_1: 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 \$33.72 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. 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 Partners, uh, 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, birth or adoption of a child, or gaining coverage elsewhere. But other than that, Eric, is there anything else I can help you out with today?

Speaker speaker\_2: No. On, on what you just said, um, so I'm, I'm, I work internally with them technically. I am on the temporary payroll whatever right now, but after 60 days I'll be moved to a, like, full-time employee, um, and getting their, like, insurance. So, um, would that affect what you just said?

Speaker speaker\_1: Um, no sir. Um, so if you get hired on full time, it's totally up to you if you wanted to maintain this coverage or not. Um, but if you get, if, uh-

Speaker speaker\_2: Okay.

Speaker speaker\_1: But I do know that after four weeks of nonpayment you'd receive information regarding COBRA coverage, which pretty much is-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the same coverage offered through Partners, but just with a different insurance carrier.

Speaker speaker\_2: Sure, okay. Okay.

Speaker speaker\_1: Well, is there anything else I can help you with today?

Speaker speaker\_2: All right. Well, yeah, I'll get those socials. Nope, I'll get those socials, uh, here shortly and get those to you guys and we'll go from there.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay, Eric?

Speaker speaker\_2: Thanks. You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.