

## Transcript: Justin

**Mills-5920499992412160-5394453001977856**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, hello. My name is, uh, Jonathan Patton, and, uh, I talked to you guys, I think, a few days ago. And I had to basically go over with my, um, wife about what benefits I, I should do. And I'm just trying to get those situated today. Okay. What's the staffing agency you work for? Uh, uh, Par- sorry, P- Partner Personnel. So, Partner Personnel, last four of your Social? I'm sorry, one more time? Last four of your Social? 2938. And what was your first and last name? Jonathan Patton. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Jonathan? Uh, 10940 Sakinach River Drive, Apartment 202. Uh, city, state and zip code, uh, Tampa, Florida 3361... I- think it's 7? 61715. And confirm your date of birth? Date of birth, March 29th, 1994. And a good telephone number have is 850-992-4105? Yes. And the email I have is jonathanpatton8@gmail.com? Yes. Okay. And what did you want to be enrolled into? Uh... Uh, the main two for me was, uh, vision and, um, dental. Okay, so let's see here. So vision for employee plus spouse would be \$4.35, while dental is \$6.99. Um, however, regarding medical plans, uh, Partners offers five of them. One of them just covers preventative healthcare services, that's the MEC-TeleRx. Now, preventative healthcare services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. For employee plus spouse, that's \$21.70. Then they have three other medical plans, the VIP plans. Now, those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Standard Plus and the Prime is how much the insurance carrier pays to cover things. Um, but those range from \$33.50 to \$94.06. However, the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$74.07 for employee plus spouse. Uh, okay, um, yeah. I just, I just want, want the, uh, the dental and vision and, uh, my wife already has her coverage. Okay. I had to make sure of that before I said that. So yeah, I j- I just, I'm just trying to cover for just me, for dental and vision. Okay. Okay, so just dental and vision for yourself? Yes. Okay. Anything else? Um... No, that, that, that's it. Okay, so doing dental and vision for employee only would make your total deductions \$5.78 per week. Do you authorize Partners Personnel to make the deduction for you? Uh, yes. Okay. And, uh, and do you guys send a, uh, a card? Yes, sir. Um, so pending enrollments do take one to two weeks to go through. And then whenever you witness that first deduction of the \$5.83, 78 cents come off your paycheck, coverage begins the Monday we receive that deduction from Partners Personnel. Then 7-10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners, um, 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. Other than that, Jonathan, is there anything else I can help you out with today? Uh, no. Uh, w- well, with the... Basically, so I can't really... Well, I wouldn't r- I wouldn't receive a card until basically, what, like, the beginning of February? So look out for a card around that time? Give or take, yes, sir. Okay. Yeah. Well, that's it, and, uh, thank you for your time. You're welcome. You have a great day, okay? All right. You, too. Okay, bye-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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, hello. My name is, uh, Jonathan Patton, and, uh, I talked to you guys, I think, a few days ago. And I had to basically go over with my, um, wife about what benefits I, I should do. And I'm just trying to get those situated today.

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

Speaker speaker\_2: Uh, uh, Par- sorry, P- Partner Personnel.

Speaker speaker\_1: So, Partner Personnel, last four of your Social?

Speaker speaker\_2: I'm sorry, one more time?

Speaker speaker\_1: Last four of your Social?

Speaker speaker\_2: 2938.

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

Speaker speaker\_2: Jonathan Patton.

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

Speaker speaker\_2: Uh, 10940 Sakinach River Drive, Apartment 202. Uh, city, state and zip code, uh, Tampa, Florida 3361... I- think it's 7? 61715.

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

Speaker speaker\_2: Date of birth, March 29th, 1994.

Speaker speaker\_1: And a good telephone number have is 850-992-4105?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is jonathanpatton8@gmail.com?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: Uh... Uh, the main two for me was, uh, vision and, um, dental.

Speaker speaker\_1: Okay, so let's see here. So vision for employee plus spouse would be \$4.35, while dental is \$6.99. Um, however, regarding medical plans, uh, Partners offers five of them. One of them just covers preventative healthcare services, that's the MEC-TeleRx. Now, preventative healthcare services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. For employee plus spouse, that's \$21.70. Then they have three other medical plans, the VIP plans. Now, those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Standard Plus and the Prime is how much the insurance carrier pays to cover things. Um, but those range from \$33.50 to \$94.06. However, the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$74.07 for employee plus spouse.

Speaker speaker\_2: Uh, okay, um, yeah. I just, I just want, want the, uh, the dental and vision and, uh, my wife already has her coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I had to make sure of that before I said that. So yeah, I j- I just, I'm just trying to cover for just me, for dental and vision.

Speaker speaker\_1: Okay. Okay, so just dental and vision for yourself?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Anything else?

Speaker speaker\_2: Um... No, that, that, that's it.

Speaker speaker\_1: Okay, so doing dental and vision for employee only would make your total deductions \$5.78 per week. Do you authorize Partners Personnel to make the deduction for you?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And, uh, and do you guys send a, uh, a card?

Speaker speaker\_1: Yes, sir. Um, so pending enrollments do take one to two weeks to go through. And then whenever you witness that first deduction of the \$5.83, 78 cents come off your paycheck, coverage begins the Monday we receive that deduction from Partners Personnel. Then 7-10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners, um, 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. Other than that, Jonathan, is there anything else I can help you out with today?

Speaker speaker\_2: Uh, no. Uh, w- well, with the... Basically, so I can't really... Well, I wouldn't r- I wouldn't receive a card until basically, what, like, the beginning of February? So look out for a card around that time?

Speaker speaker\_1: Give or take, yes, sir.

Speaker speaker\_2: Okay. Yeah. Well, that's it, and, uh, thank you for your time.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: All right. You, too.

Speaker speaker\_1: Okay, bye-bye.

Speaker speaker\_2: Bye-bye.