

Transcript: Justin

Mills-6053457607835648-5360269616267264

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. How are you, Justin? I'm pretty well, and yourself? Yeah, I was just calling about information on the company because, um, I- I'm- I'm with Wagner Staffing and, um, it shows that, uh, M-E-C, MEC, will be deducting, um, money out of my, um, payroll for now on. I- I- I don't know what MEC is. Could you enlighten me on MEC? Yeah. So the MEC is the- it's the Stay Healthy MEC, which covers all of your preventative healthcare services, so it's a medical plan. Okay. Oh, okay. Cool. Cool. So, um, you guys will actually be sending me like a benefit card or something? Yes, sir. So once you become active in the coverage, the insurance carrier will send out physical ID cards within seven to 10 business days. All right. Could I give you my information so we can make sure I have the correct information? Uh, like, uh- Yeah. ... as far as mailing address and everything? Yeah. So Wagner Services, what's the last four of your Social? Uh, 7644. And what was your last name, William? Uh, last name is Demps, D-E-M-P-S. Okay. Yes, sir. And for security purposes, could you verify your home address, including city, state and zip code, William? All right, cool. That's 530, uh, 530 Gray Road, Apartment 414. And that is, uh, Perry, Georgia 31069. And your date of birth? 2/2/'87. And a good telephone number I have is 386-299-2703. Yes, sir. And the email I have is williamdems873@yaho. Yes, sir. Okay. So looking at the file, it looks like you're currently enrolled into dental and the MEC stand-alone for employee only. Checking the calendar, we're still waiting for Wagner to start deducting on you. So once we receive that first payroll deduction, you'll become active and cards will be issued out from there. All right. And okay, and again, uh, because I'm with a staffing agency that's a temp- a temp staffing agency, when I roll over with the actual company, do I have to contact you guys or would you guys keep it going? Um, now I do know that once you're hired on full-time with another company, um, you do have four weeks of direct payments you can make up if you wanted to maintain the coverage. Um, but after- Okay. ... four consecutive weeks of non-payment, you would receive information regarding COBRA coverage, which pretty much the same coverage offered through Wagner, just with a different insurance carrier. Okay. So I'll keep up with it. Correct. I'll keep up with it myself. All right. All right. Well, yeah, we're all covered there. I was just wondering what a MEC was. Okay. Is there anything else I can help you with today, William? Uh, that'll be all. I appreciate it. You're welcome. You have a great day, okay? All right. You too. Thank you. Bye-bye. Mm-hmm.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_0: Hey. How are you, Justin?

Speaker speaker_2: I'm pretty well, and yourself?

Speaker speaker_0: Yeah, I was just calling about information on the company because, um, I- I'm- I'm with Wagner Staffing and, um, it shows that, uh, M-E-C, MEC, will be deducting, um, money out of my, um, payroll for now on. I- I- I don't know what MEC is. Could you enlighten me on MEC?

Speaker speaker_2: Yeah. So the MEC is the- it's the Stay Healthy MEC, which covers all of your preventative healthcare services, so it's a medical plan.

Speaker speaker_0: Okay. Oh, okay. Cool. Cool. Cool. So, um, you guys will actually be sending me like a benefit card or something?

Speaker speaker_2: Yes, sir. So once you become active in the coverage, the insurance carrier will send out physical ID cards within seven to 10 business days.

Speaker speaker_0: All right. Could I give you my information so we can make sure I have the correct information? Uh, like, uh-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... as far as mailing address and everything?

Speaker speaker_2: Yeah. So Wagner Services, what's the last four of your Social?

Speaker speaker_0: Uh, 7644.

Speaker speaker_2: And what was your last name, William?

Speaker speaker_0: Uh, last name is Demps, D-E-M-P-S.

Speaker speaker_2: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_2: And for security purposes, could you verify your home address, including city, state and zip code, William?

Speaker speaker_0: All right, cool. That's 530, uh, 530 Gray Road, Apartment 414. And that is, uh, Perry, Georgia 31069.

Speaker speaker_2: And your date of birth?

Speaker speaker_0: 2/2/'87.

Speaker speaker_2: And a good telephone number I have is 386-299-2703.

Speaker speaker_0: Yes, sir.

Speaker speaker_2: And the email I have is williamdems873@yaho.

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Okay. So looking at the file, it looks like you're currently enrolled into dental and the MEC stand-alone for employee only. Checking the calendar, we're still waiting for Wagner to start deducting on you. So once we receive that first payroll deduction, you'll become active and cards will be issued out from there.

Speaker speaker_0: All right. And okay, and again, uh, because I'm with a staffing agency that's a temp- a temp staffing agency, when I roll over with the actual company, do I have to contact you guys or would you guys keep it going?

Speaker speaker_2: Um, now I do know that once you're hired on full-time with another company, um, you do have four weeks of direct payments you can make up if you wanted to maintain the coverage. Um, but after-

Speaker speaker_0: Okay.

Speaker speaker_2: ... four consecutive weeks of non-payment, you would receive information regarding COBRA coverage, which pretty much the same coverage offered through Wagner, just with a different insurance carrier.

Speaker speaker_0: Okay. So I'll keep up with it.

Speaker speaker_2: Correct.

Speaker speaker_0: I'll keep up with it myself. All right. All right. Well, yeah, we're all covered there. I was just wondering what a MEC was.

Speaker speaker_2: Okay. Is there anything else I can help you with today, William?

Speaker speaker_0: Uh, that'll be all. I appreciate it.

Speaker speaker_2: You're welcome. You have a great day, okay?

Speaker speaker_0: All right. You too.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_0: Mm-hmm.