

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, yes, sir. I had a, uh, voicemail about something that had to do with my, uh, dental and everything, uh, he- health insurance. Yeah. Um, so there was probably an outbound call to you regarding an enrollment form we received from your employer. Um, we just wanted to confirm what you wanted to be enrolled into... Okay. ... benefits-wise. Um, what's that staffing agency you work for? Uh, MAU. And the last four of your social? Uh, 0089. Okay. And what was your first and last name? Uh, Jacob Brown. Um, and for security purposes, can you verify your home address, including city, state and zip code br- Uh, it's on 114 Blissen Drive, Apartment 2, uh, Atchison, Alabama 36301. And confirm your date of birth? 12/29/97. And a good telephone number you have is 334-701-3843? Yes, sir. And the email you have is jacob.brown2997@gmail? Yes, sir. Okay, so let me check note history and see what's going on. Bear with me one second. Let's see. Okay. So I do know that there was an outbound call to you. Um, so apparently you submitted an enrollment form back on March 26th- Yes, sir. ... where you elected benefits offered through MAU. However, when it was submitted, you elected all of the medical plans were employee only. Oh, okay. So we were just confirming which medical plan you wanted. Oh yeah, it should be, everything should be for employee only. Okay. Which medical plan did you want? You wanted the StayHealthy MEC, which just covered preventative services at \$9.46. Uh, two Insure Plus plans that cover hospitals, doctors and medications ranging from \$17.39 to \$24.69. And then the last medical plan is like a combination of both preventative plus hospital, doctor and medication coverage at \$23.13 per week. Uh, I want to say it was the one with both on, that combined the two. That combined the two? Okay. Yeah. Let's see here. It's been a while, so I can't remember. No worries. So let's see here. So the MEC enhanced as well as the additional benefit options all for employee only, let's see, would make your total deductions \$43 even. Do you authorize MAU to make that deduction for you? Uh, yes. Okay. So I'm gonna go ahead and save that. And who do you want to put down as your beneficiary for the term life? Uh, Ashton Jacobs. Ashton Jacobs. Okay. Yeah. And the relationship to Ashton? Uh, fiance. Okay. Fiance. 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 \$43 that come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do know that MAU 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,

Jacob, is there anything else I can assist you with today? Uh, no sir, that was it. I just wanted to return the phone call, get everything straightened out. Awesome. Well, you have a wonderful day, okay? You too. Appreciate you. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yes, sir. I had a, uh, voicemail about something that had to do with my, uh, dental and everything, uh, he- health insurance.

Speaker speaker_0: Yeah. Um, so there was probably an outbound call to you regarding an enrollment form we received from your employer. Um, we just wanted to confirm what you wanted to be enrolled into...

Speaker speaker_1: Okay.

Speaker speaker_0: ... benefits-wise. Um, what's that staffing agency you work for?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 0089.

Speaker speaker_0: Okay. And what was your first and last name?

Speaker speaker_1: Uh, Jacob Brown.

Speaker speaker_0: Um, and for security purposes, can you verify your home address, including city, state and zip code br-

Speaker speaker_1: Uh, it's on 114 Blissen Drive, Apartment 2, uh, Atchison, Alabama 36301.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 12/29/97.

Speaker speaker_0: And a good telephone number you have is 334-701-3843?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email you have is jacob.brown2997@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. Let's see. Okay. So I do know that there was an outbound call to you. Um, so apparently you submitted an enrollment form back on March 26th-

Speaker speaker_1: Yes, sir.

Speaker speaker_0: ... where you elected benefits offered through MAU. However, when it was submitted, you elected all of the medical plans were employee only.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So we were just confirming which medical plan you wanted.

Speaker speaker_1: Oh yeah, it should be, everything should be for employee only.

Speaker speaker_0: Okay. Which medical plan did you want? You wanted the StayHealthy MEC, which just covered preventative services at \$9.46. Uh, two Insure Plus plans that cover hospitals, doctors and medications ranging from \$17.39 to \$24.69. And then the last medical plan is like a combination of both preventative plus hospital, doctor and medication coverage at \$23.13 per week.

Speaker speaker_1: Uh, I want to say it was the one with both on, that combined the two.

Speaker speaker_0: That combined the two? Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Let's see here.

Speaker speaker_1: It's been a while, so I can't remember.

Speaker speaker_0: No worries. So let's see here. So the MEC enhanced as well as the additional benefit options all for employee only, let's see, would make your total deductions \$43 even. Do you authorize MAU to make that deduction for you?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. So I'm gonna go ahead and save that. And who do you want to put down as your beneficiary for the term life?

Speaker speaker_1: Uh, Ashton Jacobs.

Speaker speaker_0: Ashton Jacobs. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the relationship to Ashton?

Speaker speaker_1: Uh, fiancé.

Speaker speaker_0: Okay. Fiance. 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 \$43 that come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do know that MAU 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, Jacob, is there anything else I can assist you with today?

Speaker speaker_1: Uh, no sir, that was it. I just wanted to return the phone call, get everything straightened out.

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

Speaker speaker_1: You too. Appreciate you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.