

## **Transcript: Pamela**

**Blanc-4756415295995904-5168339200458752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... Pamela speaking. How may I help you? I don't know, I would like to make some, uh, alterations to my plan. Go right ahead. Who do you work for, sir? Um, MAU. May I have the last four digits of the Social? Uh, 1606. 1606? Yeah. Your first and last name? Jasmine Bynum. Jasmine Bynum? Yeah. Okay. For security reasons, Ms. Bynum, and to make sure we are in the correct file, can you please verify your complete address and date of birth? Okay, so 3837 Shaw Street, Columbia, South Carolina, 29203, uh, 4th Western. Is that, uh... Okay. We have it here- You said the address and what? And date of birth. Oh, I was about to say birthday. June 6th, 1992. Thank you. Hold on one second, let's see. All right. So we have a phone number on file, 803-844-8378, and your email is by- I mean, sorry, your first name, I mean, your last name, first name at gmail.com. All right. You said you wanted to- Yeah. ... make changes to your benefits? Yeah. What would you like to do? Um, I think this plan, 'cause I just realized, but, uh, I had got a check and it was, like, really expensive and it wasn't covered. And I think I found out that this was just preventative only. Okay. Uh, so is it, is it just preventative only, uh, healthcare? Yes. Yeah? The medical plan you have, yes. Okay. Okay. Um, so I think, uh, what does that cover exact? I remember it said, like, a certain, like, tests. It was, like, a certain... I forgot. Can you just let me know so I can make sure? Because I'm about to just cancel it- You can- ... because, um, I think the uses I have for it. You cannot use this benefit in hospital. You have to use a participating provider and it's pretty much for your preventive care, like checking your cholesterol, diabetes, um, doing your physical. That type of preventive care. Okay. And you have to go to a participating- Yeah, I think, um... Okay. Yeah, I don't think I would have, um, much use for that. So I think I'm just going to go ahead and, um, cancel it. Well, unfortunately you will have to wait for company open enrollment to cancel due to the Section 125 that MAU is under it, is, which is an, uh, regulation of the, um, IRS. Um, you're required to stay enrolled while, on the benefits until company open enrollment or qualified life event. Um, I don't know if- How about the other dates? Let me check if we have any information on when open enrollment will be for MAU. Just bear with me. Okay. Well, they did it at the end of December last year. We don't have the date yet. Um, let's see. You should be receiving texts and an email regarding when open enrollment will be. Mm-hmm. But as of right now, I do not have that information. Okay. Not yet. Um, I'll just keep looking. Okay, I don't think I saw anything yet so, um, I'll just wait till then but, um, appreciate it. All right. Thank you for giving us a call today. Okay. Have a good rest of the day. All right. You too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits ... Pamela speaking. How may I help you?

Speaker speaker\_2: I don't know, I would like to make some, uh, alterations to my plan.

Speaker speaker\_1: Go right ahead. Who do you work for, sir?

Speaker speaker\_2: Um, MAU.

Speaker speaker\_1: May I have the last four digits of the Social?

Speaker speaker\_2: Uh, 1606.

Speaker speaker\_1: 1606?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Jasmine Bynum.

Speaker speaker\_1: Jasmine Bynum?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. For security reasons, Ms. Bynum, and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Okay, so 3837 Shaw Street, Columbia, South Carolina, 29203, uh, 4th Western. Is that, uh...

Speaker speaker\_1: Okay. We have it here-

Speaker speaker\_2: You said the address and what?

Speaker speaker\_1: And date of birth.

Speaker speaker\_2: Oh, I was about to say birthday. June 6th, 1992.

Speaker speaker\_1: Thank you. Hold on one second, let's see. All right. So we have a phone number on file, 803-844-8378, and your email is by- I mean, sorry, your first name, I mean, your last name, first name at gmail.com. All right. You said you wanted to-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... make changes to your benefits?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: What would you like to do?

Speaker speaker\_2: Um, I think this plan, 'cause I just realized, but, uh, I had got a check and it was, like, really expensive and it wasn't covered. And I think I found out that this was just preventative only.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Uh, so is it, is it just preventative only, uh, healthcare?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Yeah?

Speaker speaker\_1: The medical plan you have, yes.

Speaker speaker\_2: Okay. Okay. Um, so I think, uh, what does that cover exact? I remember it said, like, a certain, like, tests. It was, like, a certain... I forgot. Can you just let me know so I can make sure? Because I'm about to just cancel it-

Speaker speaker\_1: You can-

Speaker speaker\_2: ... because, um, I think the uses I have for it.

Speaker speaker\_1: You cannot use this benefit in hospital. You have to use a participating provider and it's pretty much for your preventive care, like checking your cholesterol, diabetes, um, doing your physical. That type of preventive care.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And you have to go to a participating-

Speaker speaker\_2: Yeah, I think, um... Okay. Yeah, I don't think I would have, um, much use for that. So I think I'm just going to go ahead and, um, cancel it.

Speaker speaker\_1: Well, unfortunately you will have to wait for company open enrollment to cancel due to the Section 125 that MAU is under it, is, which is an, uh, regulation of the, um, IRS. Um, you're required to stay enrolled while, on the benefits until company open enrollment or qualified life event. Um, I don't know if-

Speaker speaker\_2: How about the other dates?

Speaker speaker\_1: Let me check if we have any information on when open enrollment will be for MAU. Just bear with me.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Well, they did it at the end of December last year. We don't have the date yet. Um, let's see. You should be receiving texts and an email regarding when open enrollment will be.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But as of right now, I do not have that information.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Not yet.

Speaker speaker\_2: Um, I'll just keep looking. Okay, I don't think I saw anything yet so, um, I'll just wait till then but, um, appreciate it.

Speaker speaker\_1: All right. Thank you for giving us a call today.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Have a good rest of the day.

Speaker speaker\_2: All right. You too. Thank you.