

Transcript: Pamela

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Full Transcript

... benefits 00000, speaking. Uh, what's your name again? I'm sorry. Pamela. Uh, yes, what's your name again? I'm sorry, I didn't catch it. Pamela. Pamela. Hey. Um, I was calling to see about enrolling in, um, insurance coverage through the company that I currently work for. Who you work for? The company's called MAU Workforce Solutions. Solutions. And the last four digits of your social? It's 1666. And your first and last name, sir? First name is Glen, that's G-L-E-N. Last name is Holland, H-O-L-L-A-N-D. One second, the system is taking forever. Okay. All right. Mr. Holland, for security purposes- Mm-hmm. ... just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. Uh, address is 1- It's 1700 Tommy Lee Cook Road, Palmetto, Georgia 30268. And what'd you say date of birth? Um, your date of birth, that was it. Date of birth, okay yes. That's June 18, 1970. All right. We have a telephone number of 5704-488-1290, and your email is- Correct. ... glenn11@gmail.com? Correct, yes. So Mr. Glen, it only has one N, right? Can you confirm that? Yes, sir. You want to enroll in the health and the benefits. Let me go over your information. Give me one second. Yeah, I just, I just want to make sure the email you, you, which is Mr. Glen, there's only one N in Glen, correct? Is what you have? Yeah. Okay. Thank you. Yeah. So, I need to enroll. Okay. Paper you have. All right. And do you know what plan would you like to enroll to? Um, it's called the... Oh, my goodness. Um, Stay Healthy Plan/MEC. I guess it's that, MEC. Stay Healthy Plan/MEC. Okay. Okay. So it does say the one, um, that costs \$9.46? Uh, say that one more time? Is there one that costs \$9.46? So, I might have a, uh, an old sheet of paper. Um, it said employee, which I'm just signing up for myself. The, the sheet of paper I'm looking at is \$10.27, but I'm not- Yes. ... exactly sure. It, it, things have, might have changed since then. Yes. It's \$9.46 now. And, uh, anything else 0000? Uh, yes. Hang on, let's see. Let me... Uh, you said 9.46? Hmm. Okay. Uh, yes. I want, uh, the dental plan. Okay. \$3.51. Okay. Yeah, that's what I showed. And also, uh, vision as well.... two dollars and fifteen cents. Correct, yes. Okay. Anything else, sir? Uh, no. Nope. Okay. So, your total is \$15.12. That's per week, right? Yes. So the benefits- ... will start the following Monday after we receive the first premium from your employer. Then your ID- ID card will be authorized to generate in the system, will be mailed out to you within seven to 10 days. Now, Mr.- um, Colin, MAU is under Section 125, which is an IRS regulation. What it means to say you have to stay within the program until company open enrollment or a qualified live event. Um, the regulation is that they take your premiums before taxes, so that's why those regulations are in place. Um- Take premiums before taxes? Okay. Right. And I won't be able to change anything until open enrollment, right? Yes, sir, or a qualified live event. Okay. Um, is there any questions or concerns? Um, will you... Do you have any, any information that tells, you know, things that are covered in the MEK plan? I can send you- I want- ... a benefit guide. I'm sorry? Mm-hmm. I could send you the benefit guide- You s- ...

with all the information. Oh, okay. Okay. And then- And I could send you- ... you will mail- ... a few things. And then you, you said there's, like, a insurance card as well? Yes. That will be... You will receive those after the benefits are active. Okay. Um, within seven to 10 days. Now, if you need to use your benefits after they become effective, 72 o- 72 hours after, we might be able to provide you with digital cards, um, so you can use them bef- uh, while you wait for your physical card. Okay. Okay. And the information that you're sending me, is that via email? Yes. Okay. Will it also be an option or somewhere where I can find, uh, providers under... You know, like, um, like the doctors and the dentist and that kind of stuff? Yes. You will see all your provide- carriers there in the website. Okay. All right. The email will be coming in from info@benefitsinacard. Is there anything else I could do for you, sir? Let's see. Info@benefitsinacard. Okay. Uh, if I have any questions, do I just call this number? Yes, sir. You could give us a call. We hear from 8:00 AM- Okay. ... to 8:00 PM Eastern Time, Monday through Friday. Okay. Am I considered enrolled now? I mean, uh, um, I know I won't have an insurance card and that kind of stuff, but I just want to make sure that my call and what we discussed today, that, that I'm, you know, considered- You are enrolled. ... enrolled and signed up for- The benefit takes about- Okay. ... two weeks to start. Okay. So right like March 1st, probably. Um, if we receive the inf- the payment from your employer on time, most likely on the 24th, but I cannot show you that because we do not have- Sure. ... access to your payroll, so we are not sure when they're going to process that information. Um, and my last question is, can I call maybe on the 24th to verify? Uh, right now I have, um, a dentist appointment scheduled I think on the 26th. And I can always change that, right? Yes. No problem. We can book you- But I just, can I call on the- ... with a call. Okay. And also if, um, if the benefits are active on the 24th, you could have to- Mm-hmm. ... see the dentist, give us a call. We could let them know that, yes, your benefits are active, but we're just waiting for the policy number. The policy number might be- Okay. ... generated already. Um, so. Gotcha. Okay. All right. All right. Anything else? Uh, perfect, I think. Anything else? You're good to go? Uh, nothing. Nothing I can think of right now. Okay. I just want to, you know, look at the information and, and kind of look, read over it and look over. No problem. Thank you for giving us a call. Have a great rest of the day. You too. All right. Appreciate it. Take care. Bye.

Conversation Format

Speaker speaker_0: ... benefits 00000, speaking.

Speaker speaker_1: Uh, what's your name again? I'm sorry.

Speaker speaker_0: Pamela.

Speaker speaker_1: Uh, yes, what's your name again? I'm sorry, I didn't catch it.

Speaker speaker_0: Pamela.

Speaker speaker_1: Pamela. Hey. Um, I was calling to see about enrolling in, um, insurance coverage through the company that I currently work for.

Speaker speaker_0: Who you work for?

Speaker speaker_1: The company's called MAU Workforce Solutions.

Speaker speaker_0: Solutions. And the last four digits of your social?

Speaker speaker_1: It's 1666.

Speaker speaker_0: And your first and last name, sir?

Speaker speaker_1: First name is Glen, that's G-L-E-N. Last name is Holland, H-O-L-L-A-N-D.

Speaker speaker_0: One second, the system is taking forever.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Mr. Holland, for security purposes-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yes. Uh, address is 1- It's 1700 Tommy Lee Cook Road, Palmetto, Georgia 30268. And what'd you say date of birth?

Speaker speaker_0: Um, your date of birth, that was it.

Speaker speaker_1: Date of birth, okay yes. That's June 18, 1970.

Speaker speaker_0: All right. We have a telephone number of 5704-488-1290, and your email is-

Speaker speaker_1: Correct.

Speaker speaker_0: ... glenn11@gmail.com?

Speaker speaker_1: Correct, yes. So Mr. Glen, it only has one N, right? Can you confirm that?

Speaker speaker_0: Yes, sir. You want to enroll in the health and the benefits. Let me go over your information. Give me one second.

Speaker speaker_1: Yeah, I just, I just want to make sure the email you, you, which is Mr. Glen, there's only one N in Glen, correct? Is what you have?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. Thank you. Yeah. So, I need to enroll.

Speaker speaker_0: Okay. Paper you have. All right. And do you know what plan would you like to enroll to?

Speaker speaker_1: Um, it's called the... Oh, my goodness. Um, Stay Healthy Plan/MEC. I guess it's that, MEC. Stay Healthy Plan/MEC.

Speaker speaker_0: Okay. Okay. So it does say the one, um, that costs \$9.46?

Speaker speaker_1: Uh, say that one more time?

Speaker speaker_0: Is there one that costs \$9.46?

Speaker speaker_1: So, I might have a, uh, an old sheet of paper. Um, it said employee, which I'm just signing up for myself. The, the sheet of paper I'm looking at is \$10.27, but I'm not-

Speaker speaker_0: Yes.

Speaker speaker_1: ... exactly sure. It, it, things have, might have changed since then.

Speaker speaker_0: Yes. It's \$9.46 now. And, uh, anything else 0000?

Speaker speaker_1: Uh, yes. Hang on, let's see. Let me... Uh, you said 9.46? Hmm. Okay. Uh, yes. I want, uh, the dental plan.

Speaker speaker_0: Okay. \$3.51.

Speaker speaker_1: Okay. Yeah, that's what I showed. And also, uh, vision as well.

Speaker speaker_0: ... two dollars and fifteen cents.

Speaker speaker_1: Correct, yes. Okay.

Speaker speaker_0: Anything else, sir?

Speaker speaker_1: Uh, no. Nope.

Speaker speaker_0: Okay. So, your total is \$15.12.

Speaker speaker_1: That's per week, right?

Speaker speaker_0: Yes. So the benefits- ... will start the following Monday after we receive the first premium from your employer. Then your ID- ID card will be authorized to generate in the system, will be mailed out to you within seven to 10 days. Now, Mr.- um, Colin, MAU is under Section 125, which is an IRS regulation. What it means to say you have to stay within the program until company open enrollment or a qualified live event. Um, the regulation is that they take your premiums before taxes, so that's why those regulations are in place. Um-

Speaker speaker_1: Take premiums before taxes? Okay.

Speaker speaker_0: Right.

Speaker speaker_1: And I won't be able to change anything until open enrollment, right?

Speaker speaker_0: Yes, sir, or a qualified live event.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, is there any questions or concerns?

Speaker speaker_1: Um, will you... Do you have any, any information that tells, you know, things that are covered in the MEK plan?

Speaker speaker_0: I can send you-

Speaker speaker_1: I want-

Speaker speaker_0: ... a benefit guide.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Mm-hmm. I could send you the benefit guide-

Speaker speaker_1: You s-

Speaker speaker_0: ... with all the information.

Speaker speaker_1: Oh, okay. Okay. And then-

Speaker speaker_0: And I could send you-

Speaker speaker_1: ... you will mail-

Speaker speaker_0: ... a few things.

Speaker speaker_1: And then you, you said there's, like, a insurance card as well?

Speaker speaker_0: Yes. That will be... You will receive those after the benefits are active.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, within seven to 10 days. Now, if you need to use your benefits after they become effective, 72 o- 72 hours after, we might be able to provide you with digital cards, um, so you can use them bef- uh, while you wait for your physical card.

Speaker speaker_1: Okay. Okay. And the information that you're sending me, is that via email?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Will it also be an option or somewhere where I can find, uh, providers under... You know, like, um, like the doctors and the dentist and that kind of stuff?

Speaker speaker_0: Yes. You will see all your provide- carriers there in the website.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: The email will be coming in from info@benefitsinacard. Is there anything else I could do for you, sir?

Speaker speaker_1: Let's see. Info@benefitsinacard. Okay. Uh, if I have any questions, do I just call this number?

Speaker speaker_0: Yes, sir. You could give us a call. We hear from 8:00 AM-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_1: Okay. Am I considered enrolled now? I mean, uh, um, I know I won't have an insurance card and that kind of stuff, but I just want to make sure that my call and what we discussed today, that, that I'm, you know, considered-

Speaker speaker_0: You are enrolled.

Speaker speaker_1: ... enrolled and signed up for-

Speaker speaker_0: The benefit takes about-

Speaker speaker_1: Okay.

Speaker speaker_0: ... two weeks to start.

Speaker speaker_1: Okay. So right like March 1st, probably.

Speaker speaker_0: Um, if we receive the inf- the payment from your employer on time, most likely on the 24th, but I cannot show you that because we do not have-

Speaker speaker_1: Sure.

Speaker speaker_0: ... access to your payroll, so we are not sure when they're going to process that information.

Speaker speaker_1: Um, and my last question is, can I call maybe on the 24th to verify? Uh, right now I have, um, a dentist appointment scheduled I think on the 26th. And I can always change that, right?

Speaker speaker_0: Yes.

Speaker speaker_1: No problem.

Speaker speaker_0: We can book you-

Speaker speaker_1: But I just, can I call on the-

Speaker speaker_0: ... with a call.

Speaker speaker_1: Okay.

Speaker speaker_0: And also if, um, if the benefits are active on the 24th, you could have to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... see the dentist, give us a call. We could let them know that, yes, your benefits are active, but we're just waiting for the policy number. The policy number might be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... generated already. Um, so.

Speaker speaker_1: Gotcha. Okay. All right.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: Uh, perfect, I think.

Speaker speaker_0: Anything else? You're good to go?

Speaker speaker_1: Uh, nothing. Nothing I can think of right now.

Speaker speaker_0: Okay.

Speaker speaker_1: I just want to, you know, look at the information and, and kind of look, read over it and look over.

Speaker speaker_0: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. All right. Appreciate it. Take care. Bye.