

Transcript: Pamela

Blanc-6235780610703360-5278801559994368

Full Transcript

Thank you for calling the Benefits in a Card, and... Okay, thank you. How may I help you? I want to sign up for benefits. And who do you work for? Um, ManCan. All right. May I have the last four digits of your Social? 7991. 7991? Yes. All right. And your first and last name? Ali Ellis. Mr. Ellis, for security reasons, just to make sure we are in the correct file, may I have you please verify your complete address and date of birth? 34400 Ridge Road, July the 1st, 1978. All right. Thank you for the information. We have a telephone number on file, 814-384-9451 and your email is a.ellis@hotmail.com. Yes. Correct. All right, thank you. And do you know what plan would you like to enroll to? No, I'm trying to go on, I'm was trying to do it on the website, but I'm trying to figure out, uh, do I have to register first or something? It looks like, I guess I have to register first? Or... Um- I don't know what I'm doing, so- You have to create a profile. Oh, okay. If you would like, I could send you a complete guide with all the benefits and everything that they offer, to your email. And there you also will find the, the links to the website. So, w- okay. Um, please send me that email. Yeah. But I, I, I'm on j- I'm on your Benefits in a Card right now. I see Download Documents, similar to that website, Download Documents, um- Yes, that's where you get the Benefit Guide. 90-day e-Benefits member login, Benefits in a Card member portal, Enroll. Oh, so this is where I go, Benefits in a Card member portal, Enroll? Mm-hmm. You have to- Okay. ... create a profile. Okay. And you could download the, um, Benefit Guide so you could read over before you decide to enroll. Also, um, ManCan is under Section 125, which is an IRS regulation. That means that you have to- This is what? So... Uh, IRS reg- Mm-hmm. ... lations. Okay. It allows the insurance deduction pre-tax and it requires you to stay enrolled while employed, within the employer. And, um, let's say, if you need to cancel, you have to wait for company open enrollment or a qualified life event. Okay. Right. Anything else I could do for you, sir? Well, well, no. It's saying online enrollment is disabled for your employer. To make changes, please contact Benefits in a Card and it says to call you. Okay. So that means that maybe you cannot do it online. Um, but like I said, if you want, I could send you the Benefit Guide, you could go over when you're ready to enroll. You could give us a call. You have until the 21st to enroll in the benefits. I haven't seen... 21st of what? Of, of, um... April. Of what month? April. April? Yes, sir. Oh, so you're saying I, you're saying I can't enroll online right now? I mean, if you know when you would like to enroll right now, I could go ahead and enroll you. Oh, oh, can you send me that email? No, I haven't sent it out yet, sir. Okay. Okay, yeah. Um, yeah, when you send me that email, I'll be able to take a look at it. Okay. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. Mm-hmm. And whenever you're ready, just give us a call, we could enroll you over the phone. All right. Okay. Thank you. All right. Thank you for giving us a call. Have a great rest of the day, sir. Thank you. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling the Benefits in a Card, and...

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: How may I help you?

Speaker speaker_1: I want to sign up for benefits.

Speaker speaker_0: And who do you work for?

Speaker speaker_1: Um, ManCan.

Speaker speaker_0: All right. May I have the last four digits of your Social?

Speaker speaker_1: 7991.

Speaker speaker_0: 7991?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Ali Ellis.

Speaker speaker_0: Mr. Ellis, for security reasons, just to make sure we are in the correct file, may I h- can you please verify your complete address and date of birth?

Speaker speaker_1: 34400 Ridge Road, July the 1st, 1978.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file, 814-384-9451 and your email is a.ellis@hotmail.com.

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: All right, thank you. And do you know what plan would you like to enroll to?

Speaker speaker_1: No, I'm trying to go on, I'm was trying to do it on the website, but I'm trying to figure out, uh, do I have to register first or something? It looks like, I guess I have to register first? Or...

Speaker speaker_0: Um-

Speaker speaker_1: I don't know what I'm doing, so-

Speaker speaker_0: You have to create a profile.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: If you would like, I could send you a complete guide with all the benefits and everything that they offer, to your email. And there you also will find the, the links to the website.

Speaker speaker_1: So, w- okay. Um, please send me that email. Yeah. But I, I, I'm on j- I'm on your Benefits in a Card right now. I see Download Documents, similar to that website, Download Documents, um-

Speaker speaker_0: Yes, that's where you get the Benefit Guide.

Speaker speaker_1: 90-day e-Benefits member login, Benefits in a Card member portal, Enroll. Oh, so this is where I go, Benefits in a Card member portal, Enroll?

Speaker speaker_0: Mm-hmm. You have to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... create a profile.

Speaker speaker_1: Okay.

Speaker speaker_0: And you could download the, um, Benefit Guide so you could read over before you decide to enroll. Also, um, ManCan is under Section 125, which is an IRS regulation. That means that you have to-

Speaker speaker_1: This is what? So...

Speaker speaker_0: Uh, IRS reg-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... lations.

Speaker speaker_1: Okay.

Speaker speaker_0: It allows the insurance deduction pre-tax and it requires you to stay enrolled while employed, within the employer. And, um, let's say, if you need to cancel, you have to wait for company open enrollment or a qualified life event.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. Anything else I could do for you, sir?

Speaker speaker_1: Well, well, no. It's saying online enrollment is disabled for your employer. To make changes, please contact Benefits in a Card and it says to call you.

Speaker speaker_0: Okay. So that means that maybe you cannot do it online. Um, but like I said, if you want, I could send you the Benefit Guide, you could go over when you're ready to enroll. You could give us a call. You have until the 21st to enroll in the benefits.

Speaker speaker_1: I haven't seen... 21st of what? Of, of, um...

Speaker speaker_0: April.

Speaker speaker_1: Of what month?

Speaker speaker_0: April.

Speaker speaker_1: April?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, so you're saying I, you're saying I can't enroll online right now?

Speaker speaker_0: I mean, if you know when you would like to enroll right now, I could go ahead and enroll you.

Speaker speaker_1: Oh, oh, can you send me that email?

Speaker speaker_0: No, I haven't sent it out yet, sir.

Speaker speaker_1: Okay. Okay, yeah. Um, yeah, when you send me that email, I'll be able to take a look at it.

Speaker speaker_0: Okay. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And whenever you're ready, just give us a call, we could enroll you over the phone.

Speaker speaker_1: All right. Okay. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: Thank you. You as well.