

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is it we're speaking with? Um, Dallas Sparks. And how can I assist you? I'm trying to update my benefits. Update them? Yes, ma'am. All righty. Give me one moment. What is the name of the company do you work for? MAU. And the last four digits of your Social? 3077. All righty. All righty. And... Hm. And how long have you been working with Surge? I'm sorry, with MAU? Um, I don't know. Um, August. August 1st. Repeat your name for me. Dallas Sparks. Okay. Let me see. Here we go. And if you can confirm your address and date of birth for me. 210 Old Grove Avenue, um, 121101. And what's the city and state there? Moss Corner. And the state? South Carolina. Okay. And your phone number is 754-9053? Yes, ma'am. Can I have your email address as P-A-Z-Z-I-O-nsparks@gmail.com? Yes, ma'am. All righty. And what were you wanting to change today? Um, I want to, I want to add health insurance and, um, I would like to take the eye, the eye care off and the dental. Okay, so you want to take off dental and vision. There are two, three medical plans you can choose from. The Ensure Plus Basic is \$17.39 a week. The Ensure Plus Enhanced is \$24.69 a week. These plans don't have copays or deductibles but they only cover up to a certain dollar amount for each service, and they also offer the MEC Enhanced. This plan h- is \$23.13 a week. It is preventative health and medical in one. It does have copays but after you pay the copay the insurance carrier pays the remainder of the bill. I'm so sorry, ma'am, but I don't know what you just said. Could you repeat that? So there are three medical plans you can choose from. The Ensure Plus Basic- Mm-hmm. ... is \$17.39 a week. The Ensure Plus Enhanced is \$24.69 a week. These plans don't have copays or deductibles but they cover... And they cover up to a certain dollar amount for each service. So for each service they only cover so much money and then you're responsible for the remainder of the bill. There's the MEC Enhanced. This plan does have copays but after you pay the copay the insurance carrier takes care of the remainder of the bill and it is \$23.13 a week. All right. I want that. Okay. So just that and then you want to leave your short-term disability and life insurance, correct? Um, um, no not, not the short-term. Wait. Hm. Let me see. Yeah, you could take that off too. Both of them? Uh. The life insurance as well or just the short-term disability? Oh, no. Um, the life insurance. Okay. You want to leave the short-term disability? Hmm, yeah, you can keep that. Okay, so with the, the short-term disability and the... deductions, that'll be \$27.15. Is that fine? Okay. Yes, ma'am. Okay. It will take one to two weeks for the staff at the agency to make selections. Um, and your, their medical plan is under an IRS reg- regulation called Section 125, meaning if it is not company open enrollment or you have not filed ... with LifeBees brand of care, you cannot cancel or change that plan. Um, let me see something. What's a dental? What's a dental? Is there like a updated plan or no? No, there's only one plan for dental. Oh, okay. Well, I, I guess that's it. Okay. Do you have any questions? Uh, no, ma'am. All righty. Thank you so much for calling.

You have a great day. Thank you. Same to you.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is it we're speaking with?

Speaker speaker_1: Um, Dallas Sparks.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm trying to update my benefits.

Speaker speaker_0: Update them?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. Give me one moment. What is the name of the company do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 3077.

Speaker speaker_0: All righty. All righty. And... Hm. And how long have you been working with Surge? I'm sorry, with MAU?

Speaker speaker_1: Um, I don't know. Um, August. August 1st.

Speaker speaker_0: Repeat your name for me.

Speaker speaker_1: Dallas Sparks.

Speaker speaker_0: Okay. Let me see. Here we go. And if you can confirm your address and date of birth for me.

Speaker speaker_1: 210 Old Grove Avenue, um, 121101.

Speaker speaker_0: And what's the city and state there?

Speaker speaker_1: Moss Corner.

Speaker speaker_0: And the state?

Speaker speaker_1: South Carolina.

Speaker speaker_0: Okay. And your phone number is 754-9053?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email address as P-A-Z-Z-I-O-nsparks@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. And what were you wanting to change today?

Speaker speaker_1: Um, I want to, I want to add health insurance and, um, I would like to take the eye, the eye care off and the dental.

Speaker speaker_0: Okay, so you want to take off dental and vision. There are two, three medical plans you can choose from. The Ensure Plus Basic is \$17.39 a week. The Ensure Plus Enhanced is \$24.69 a week. These plans don't have copays or deductibles but they only cover up to a certain dollar amount for each service, and they also offer the MEC Enhanced. This plan h- is \$23.13 a week. It is preventative health and medical in one. It does have copays but after you pay the copay the insurance carrier pays the remainder of the bill.

Speaker speaker_1: I'm so sorry, ma'am, but I don't know what you just said. Could you repeat that?

Speaker speaker_0: So there are three medical plans you can choose from. The Ensure Plus Basic-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... is \$17.39 a week. The Ensure Plus Enhanced is \$24.69 a week. These plans don't have copays or deductibles but they cover... And they cover up to a certain dollar amount for each service. So for each service they only cover so much money and then you're responsible for the remainder of the bill. There's the MEC Enhanced. This plan does have copays but after you pay the copay the insurance carrier takes care of the remainder of the bill and it is \$23.13 a week.

Speaker speaker_1: All right. I want that.

Speaker speaker_0: Okay. So just that and then you want to leave your short-term disability and life insurance, correct?

Speaker speaker_1: Um, um, no not, not the short-term. Wait. Hm. Let me see. Yeah, you could take that off too.

Speaker speaker_0: Both of them?

Speaker speaker_1: Uh.

Speaker speaker_0: The life insurance as well or just the short-term disability?

Speaker speaker_1: Oh, no. Um, the life insurance.

Speaker speaker_0: Okay. You want to leave the short-term disability?

Speaker speaker_1: Hmm, yeah, you can keep that.

Speaker speaker_0: Okay, so with the, the short-term disability and the... deductions, that'll be \$27.15. Is that fine?

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: Okay. It will take one to two weeks for the staff at the agency to make selections. Um, and your, their medical plan is under an IRS reg- regulation called Section 125, meaning if it is not company open enrollment or you have not filed ... with LifeBees brand of care, you cannot cancel or change that plan.

Speaker speaker_1: Um, let me see something. What's a dental? What's a dental? Is there like a updated plan or no?

Speaker speaker_0: No, there's only one plan for dental.

Speaker speaker_1: Oh, okay. Well, I, I guess that's it.

Speaker speaker_0: Okay. Do you have any questions?

Speaker speaker_1: Uh, no, ma'am.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you. Same to you.