

## Transcript: Pearl

**Rojas-5769544069332992-4596230475005952**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who may the pleasure of speaking with? Uh, James Burnham. And how can I assist you? Yeah, I got a text message, um, saying to, uh, call or go to the website to enroll. Um, I got a position with the company ManCan. I'm trying to get some benefits. Okay, so you want to enrolling in benefits, you said you work with ManCan. What are the last four digits of your Social? 8181. All righty. Also, if I could get a little explanation of the benefits, like, uh, what's covered, how much is it, like, weekly out of my check gonna cost? You know what I mean? Of course. Can you confirm your address and date of birth for me? Uh, 4906 Charles Road, North Ridgeville, Ohio 44039, and DOB is 10/29/90. All righty. Now I have your phone number as 330-806-7469. I'm sorry, it's 3 now. It's 3 now. 7439. Yeah. Mm-hmm. That's correct. And I have your email address as jimburnham90@gmail.com? That's correct. All righty, so you are eligible to enroll, and you have 30 days from the 7th of February to do so. I can send you a copy of the benefit guide for ManCan, and it's gonna show you the plans that they offer, how much they cover for each service, and how much it'll cost you a week depending on who you cover. Yeah, I'm, I'm gonna be looking for, um, me and my eight-year-old son. Yep. So it will show you employee plus child mix any plan that you choose on, in the benefit guide, um, and give you all that information together. And then, like I said, you have 30 days from the 7th to actually enroll. Um... Okay. I'm gonna send you this guide from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay. And then when you're, when you have looked it over and decided what plans you want, you would just give us a call back at this number, or I can give you the website and you can enroll online, however you prefer. Y- yeah, I tried to do it with the link that was sent, um, and it said, uh, it wasn't available or something like that to enroll and/or decline. Did it, did it give you the website mybiac.com/mancan? Hang on. Yes, it did. It did. And then did you click on... Did the website populate? Yeah, it pops up and then you can go down to Download Documents, Member Login, Enroll/Decline Coverage, which is the one I clicked. Yes, enroll. And Machine Readable File. Uh-huh. All right, so click it. Yeah, it says, "Online enrollment is currently disabled for your employer. To make changes, please contact Benefits in a Card." Okay, so they probably, um, having maintenance or something done on that website for now. Um, but I did send you the guide and then you can always give us a call back here, um, and enroll over the phone with us or you can fill out an enrollment form with your staffing agency, whatever's easier for you. Um, and then it usually takes about two weeks for the deductions to start. The next week you're active and stuff like that. But once you do decide, um, they'll explain all that to you when you do the enrollment. Uh, if you don't want to enroll, they don't have auto-enrollment, so you simply just don't have to call back if you don't feel like any of the plans are your choice, are your, meeting your needs. Okay. Do you have any other questions? All right. Um, not

really. All righty. Thank you so much for calling in. Have a great day. Oh. So wait, I just call you back and I'm like, "I want the, uh, the VIP Standard or the VIP Classic or the Stay Healthy?" Tell- Yes. ... tell her that? Yep. You'll have to go through the, through the steps again and give us your information so we can verify your account and, um, but from there, you just let us know what plans you're wanting and we can go ahead and enroll you. Okay. Um- Card. Yeah, no, I was just, I'm looking at it right now. So all right. So under VIP Standard for hospital admission benefits, additional insurance, product group, hospital- Yeah. It says 500/like per day max one day. What do, what does that mean? Is that like \$500 out of my pocket or they cover \$500 a day? So the amount you see there is what they cover, and then you're responsible for the rest. Okay. All right. Um, okay, yeah, I'm gonna have to go over this and then, uh, I will give the phone number a call back. All righty. Thank you so much for calling. You have a great day. Thank you. You too.

## Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who may the pleasure of speaking with?

Speaker speaker\_1: Uh, James Burnham.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Yeah, I got a text message, um, saying to, uh, call or go to the website to enroll. Um, I got a position with the company ManCan. I'm trying to get some benefits.

Speaker speaker\_0: Okay, so you want to enrolling in benefits, you said you work with ManCan. What are the last four digits of your Social?

Speaker speaker\_1: 8181.

Speaker speaker\_0: All righty.

Speaker speaker\_1: Also, if I could get a little explanation of the benefits, like, uh, what's covered, how much is it, like, weekly out of my check gonna cost? You know what I mean?

Speaker speaker\_0: Of course. Can you confirm your address and date of birth for me?

Speaker speaker\_1: Uh, 4906 Charles Road, North Ridgeville, Ohio 44039, and DOB is 10/29/90.

Speaker speaker\_0: All righty. Now I have your phone number as 330-806-7469. I'm sorry, it's 3 now.

Speaker speaker\_1: It's 3 now.

Speaker speaker\_0: 7439.

Speaker speaker\_1: Yeah. Mm-hmm. That's correct.

Speaker speaker\_0: And I have your email address as jimburnham90@gmail.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All righty, so you are eligible to enroll, and you have 30 days from the 7th of February to do so. I can send you a copy of the benefit guide for ManCan, and it's gonna show you the plans that they offer, how much they cover for each service, and how much it'll cost you a week depending on who you cover.

Speaker speaker\_1: Yeah, I'm, I'm gonna be looking for, um, me and my eight-year-old son.

Speaker speaker\_0: Yep. So it will show you employee plus child mix any plan that you choose on, in the benefit guide, um, and give you all that information together. And then, like I said, you have 30 days from the 7th to actually enroll. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm gonna send you this guide from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then when you're, when you have looked it over and decided what plans you want, you would just give us a call back at this number, or I can give you the website and you can enroll online, however you prefer.

Speaker speaker\_1: Y- yeah, I tried to do it with the link that was sent, um, and it said, uh, it wasn't available or something like that to enroll and/or decline.

Speaker speaker\_0: Did it, did it give you the website [mybiac.com/mancan](http://mybiac.com/mancan)?

Speaker speaker\_1: Hang on. Yes, it did.

Speaker speaker\_0: It did. And then did you click on... Did the website populate?

Speaker speaker\_1: Yeah, it pops up and then you can go down to Download Documents, Member Login, Enroll/Decline Coverage, which is the one I clicked.

Speaker speaker\_0: Yes, enroll.

Speaker speaker\_1: And Machine Readable File.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: All right, so click it. Yeah, it says, "Online enrollment is currently disabled for your employer. To make changes, please contact Benefits in a Card."

Speaker speaker\_0: Okay, so they probably, um, having maintenance or something done on that website for now. Um, but I did send you the guide and then you can always give us a call back here, um, and enroll over the phone with us or you can fill out an enrollment form with your staffing agency, whatever's easier for you. Um, and then it usually takes about two weeks for the deductions to start. The next week you're active and stuff like that. But once you do decide, um, they'll explain all that to you when you do the enrollment. Uh, if you don't want to enroll, they don't have auto-enrollment, so you simply just don't have to call back if you

don't feel like any of the plans are your choi- are your, meeting your needs.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any other questions?

Speaker speaker\_1: All right. Um, not really.

Speaker speaker\_0: All righty. Thank you so much for calling in. Have a great day.

Speaker speaker\_1: Oh. So wait, I just call you back and I'm like, "I want the, uh, the VIP Standard or the VIP Classic or the Stay Healthy?" Tell-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... tell her that?

Speaker speaker\_0: Yep. You'll have to go through the, through the steps again and give us your information so we can verify your account and, um, but from there, you just let us know what plans you're wanting and we can go ahead and enroll you.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_0: Card.

Speaker speaker\_1: Yeah, no, I was just, I'm looking at it right now. So all right. So under VIP Standard for hospital admission benefits, additional insurance, product group, hospital- Yeah. It says 500/like per day max one day. What do, what does that mean? Is that like \$500 out of my pocket or they cover \$500 a day?

Speaker speaker\_0: So the amount you see there is what they cover, and then you're responsible for the rest.

Speaker speaker\_1: Okay. All right. Um, okay, yeah, I'm gonna have to go over this and then, uh, I will give the phone number a call back.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you. You too.