

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with. Hi, my name's Elise Elmore. How can I assist you? All right, so I'm looking to enroll in the... I'm sorry, I think this is wrong. The Stay Healthy MEC TeleRx Plan. Of the... Which plan? I'm sorry. Uh, let me, let me get you the, the full name. Stay Healthy MEC TeleRx Plan. Okay. What's the name of the staffing agency you work for? I work for a Partners Personnel. And the last four digits of your Social? 1700. All righty. And if you can verify your address and date of birth. Uh, 2503 Arbor Drive, Duluth, Georgia 30096, Apartment 2503. And, uh, December 23rd, 1994. All righty. And I have your phone number at seven... I'm sorry, 678-896-5848? Yes. And then your email address at elmore236@gmail.com? Yep. All righty. And all you want to do is the MEC TeleRx? And dental. Okay. And dental. All righty. And I have that as your weekly deduction set for \$20.43. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday, after we receive it, you become active and then later that week you receive your dental card in the mail. As long as... As well as that preventative health, that coverage is for just yourself. Correct? Yes. All righty. And then both plans are under an IRS regulation called Section 125. Meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans. Okay. Could you repeat that please? Okay. Um, these plans are under an IRS regulation called Section 125. And that means if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans. Okay. So I can't cancel even if I quit the company? If you quit Partners Personnel, it's gonna automatically cancel out because there's not gonna be any deductions. But as long as you work with them, you won't be able to cancel unless it's the company open enrollment. Okay. That's fine. Good. Do you have any questions? Uh, no, that's all. All right. Thank you so much for calling. You have a great day. All right. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker_2: Hi, my name's Elise Elmore.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: All right, so I'm looking to enroll in the... I'm sorry, I think this is wrong. The Stay Healthy MEC TeleRx Plan.

Speaker speaker_1: Of the... Which plan? I'm sorry.

Speaker speaker_2: Uh, let me, let me get you the, the full name. Stay Healthy MEC TeleRx Plan.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: I work for a Partners Personnel.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 1700.

Speaker speaker_1: All righty. And if you can verify your address and date of birth.

Speaker speaker_2: Uh, 2503 Arbor Drive, Duluth, Georgia 30096, Apartment 2503. And, uh, December 23rd, 1994.

Speaker speaker_1: All righty. And I have your phone number at seven... I'm sorry, 678-896-5848?

Speaker speaker_2: Yes.

Speaker speaker_1: And then your email address at elmore236@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All righty. And all you want to do is the MEC TeleRx?

Speaker speaker_2: And dental.

Speaker speaker_1: Okay. And dental. All righty. And I have that as your weekly deduction set for \$20.43. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday, after we receive it, you become active and then later that week you receive your dental card in the mail. As long as... As well as that preventative health, that coverage is for just yourself. Correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And then both plans are under an IRS regulation called Section 125. Meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans.

Speaker speaker_2: Okay. Could you repeat that please?

Speaker speaker_1: Okay. Um, these plans are under an IRS regulation called Section 125. And that means if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans.

Speaker speaker_2: Okay. So I can't cancel even if I quit the company?

Speaker speaker_1: If you quit Partners Personnel, it's gonna automatically cancel out because there's not gonna be any deductions. But as long as you work with them, you won't be able to cancel unless it's the company open enrollment.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: Good. Do you have any questions?

Speaker speaker_2: Uh, no, that's all.

Speaker speaker_1: All right. Thank you so much for calling. You have a great day.

Speaker speaker_2: All right. You too. Bye-bye.