

Transcript: Pearl

Rojas-6646827706531840-6120067952852992

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does this is you're speaking with? Kimberly Dantzler. And how can I assist you? Yes, I was calling because, um, I wanted to cancel the, um, coverage that I had signed up for, because I wanted to try to find something a little bit more cheaper on my end. Okay. Okay. And now, what is the name of the staff agency you work for? Um, MAU. And the last four digits of your social? 8242. All righty. And if you can just confirm your address and date of birth. 925 North Palmetto Street, Somerville, South Carolina, 29483. And your date of birth? But before I cancel that, I need to ask a question. Okay. Um, what's the price on your lowest medical coverage, though? For me? Just single. So the med- the lowest medical plan offered, um, with no copays or deductibles is \$17.39 a week. Is how much? \$17.39 a week. And that's come... What does that come with? I'm sorry. So that is, um... Uh, give me one moment. I'll go ahead and give you that information. So with that plan, it covers hospital, uh, daily hospital confinement, covers \$50 a day. ICU benefit, it covers \$200 a day. Um, annual first occurring hospital covers \$500 a day. Surgical, it covers up to \$1,000 based on surgical schedule. Anesthesia, it covers 25% of surgical benefits. Outpatient sickness, it covers \$75. Diagnostic testing, it covers \$250 a year. Okay. Well, um, I can change things with you? Yep, I, I can - You said cancellations? Where did you make that enrollment? Okay. I, um, let me finish, uh, verifying your account. Can you just provide your date of birth for me? Okay, sorry. 09/04/79. I'm sorry. Okay. You're fine. And I have your phone number as 341-9442? Yes, ma'am. Okay. And I have your email address as kimberlymd925@gmail.com? Yes, ma'am. Okay. And where did you do that enrollment? I'm not showing any enrollment for you. I did it, um, online with our original, um, assignment. I mean, original, um, application when I first applied, um, re-applied to them and made an account when I had to do the, um, verification of the direct deposit and all of that. Okay. I do see a form here. It looks like you signed up for dental - And on one, one, I didn't even know if I even filled it out right at all, so that's another reason why I had to contact y'all. Okay. So I do have a form here. I have you down for short-term disability, term life, vision and critical illness and then preventative health or I'm sorry, medical and preventative health in one. Um, and you just recently started with MAU again or, or you've been working with them for how long? I just recently started with them, but I, it's been a good bit of years gap before I, um, since I've been with them. But I just started with them the other day. Yeah, because I do see we have a form on file but because we have the, an old hire date on file they haven't enrolled you. Um, they do need to perform an eligibility view, review first and it looks like they haven't done that yet. Uh, we just received your form it looks like actually yesterday. Yeah, it looked like your form was just added to your - Yeah, so that's probably my fit. Okay, yeah, because that was my actual physical first day, that's probably why. Okay. So it could be that that's when they sent the information over. Um, did you want to do the options that you chose

on the form or did you want to do something else? I know you said you wanted to change that medical. No, I want to do some... Let me just do something different with that. Um, that's... The cheapest, um, medical coverage you have you said was the \$17 and some change, right? Yes, \$17.39 for the insurance plus basics. Okay. Yes, ma'am. And what about y'all's vision? You, um... 'Cause I wanted to add at least vision and dental with that. Okay. So can I help? Do y'all have a plan for that? Of course. So dental, there's only one plan for dental and one plan for vision. The dental is \$3.51 a week and the vision is \$2.15 a week. Okay. Um, yeah, let me get that, um, dental and the vision along with the, um, health ones for 17. I just needed to lower how much I was paying out because I really can't, couldn't afford the other packages that I chose, so that's another reason, so... No worries. But I know I need medical coverage. And this is all for just yourself, correct? Yes, ma'am. Okay. So I'm gonna perform... I'm gonna have them, I'm gonna reach out to them so they can perform the eligibility review, um, since you are requesting- Mm-hmm. ... since you are wanting the coverage. Um, if you are approved, your weekly deductions would be \$23.05 for all three plans. Okay. Okay, um, once approved, it does take one to two weeks for the enrollment process for the deductions to begin. Okay. Then that following Monday you'll become active and later that week you'll receive your dental and vision cards in the mail and your medical will go to your email. All three plans are under- Okay. ... restriction called 125, uh, section 125. Meaning if it is not company opening enrollment or you have a qualified life event occur, you can't cancel or change these plans. Okay. Okay? So I'm gonna, um... You're not gonna be enrolled at the moment. I do have to have that review, um, submitted. Once they give me the okay and see you are eligible, I'll go ahead and enroll you and then I'll just give you a call and confirm, um, with you that it was processed. If they say you're not eligible, I'll also give you a call back and let you know that you're not eligible and where we go from there. But if you've been, um, if you're still within your 30 days of receiving your first paycheck and you had a break of more than 90 days from working with MAU, then you should be eligible. We just have to confirm that information. Okay? Okay. Gotcha. Thank you. Do you have any questions? No, ma'am. All righty. Thank you so much for calling. You have a great day. You too. Enjoy your day.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does this is you're speaking with?

Speaker speaker_1: Kimberly Dantzler.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I was calling because, um, I wanted to cancel the, um, coverage that I had signed up for, because I wanted to try to find something a little bit more cheaper on my end.

Speaker speaker_0: Okay. Okay. And now, what is the name of the staff agency you work for?

Speaker speaker_1: Um, MAU.

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

Speaker speaker_1: 8242.

Speaker speaker_0: All righty. And if you can just confirm your address and date of birth.

Speaker speaker_1: 925 North Palmetto Street, Somerville, South Carolina, 29483.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: But before I cancel that, I need to ask a question.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, what's the price on your lowest medical coverage, though? For me? Just single.

Speaker speaker_0: So the med- the lowest medical plan offered, um, with no copays or deductibles is \$17.39 a week.

Speaker speaker_1: Is how much?

Speaker speaker_0: \$17.39 a week.

Speaker speaker_1: And that's come... What does that come with? I'm sorry.

Speaker speaker_0: So that is, um... Uh, give me one moment. I'll go ahead and give you that information. So with that plan, it covers hospital, uh, daily hospital confinement, covers \$50 a day. ICU benefit, it covers \$200 a day. Um, annual first occurring hospital covers \$500 a day. Surgical, it covers up to \$1,000 based on surgical schedule. Anesthesia, it covers 25% of surgical benefits. Outpatient sickness, it covers \$75. Diagnostic testing, it covers \$250 a year.

Speaker speaker_1: Okay. Well, um, I can change things with you?

Speaker speaker_0: Yep, I, I can -

Speaker speaker_1: You said cancellations?

Speaker speaker_0: Where did you make that enrollment?

Speaker speaker_1: Okay.

Speaker speaker_0: I, um, let me finish, uh, verifying your account. Can you just provide your date of birth for me?

Speaker speaker_1: Okay, sorry. 09/04/79. I'm sorry.

Speaker speaker_0: Okay. You're fine. And I have your phone number as 341-9442?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And I have your email address as kimberlymd925@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And where did you do that enrollment? I'm not showing any enrollment for you.

Speaker speaker_1: I did it, um, online with our original, um, assignment. I mean, original, um, application when I first applied, um, re-applied to them and made an account when I had to do the, um, verification of the direct deposit and all of that.

Speaker speaker_0: Okay. I do see a form here. It looks like you signed up for dental -

Speaker speaker_1: And on one, one, I didn't even know if I even filled it out right at all, so that's another reason why I had to contact y'all.

Speaker speaker_0: Okay. So I do have a form here. I have you down for short-term disability, term life, vision and critical illness and then preventative health or I'm sorry, medical and preventative health in one. Um, and you just recently started with MAU again or, or you've been working with them for how long?

Speaker speaker_1: I just recently started with them, but I, it's been a good bit of years gap before I, um, since I've been with them. But I just started with them the other day.

Speaker speaker_0: Yeah, because I do see we have a form on file but because we have the, an old hire date on file they haven't enrolled you. Um, they do need to perform an eligibility view, review first and it looks like they haven't done that yet. Uh, we just received your form it looks like actually yesterday. Yeah, it looked like your form was just added to your -

Speaker speaker_1: Yeah, so that's probably my fit. Okay, yeah, because that was my actual physical first day, that's probably why.

Speaker speaker_0: Okay. So it could be that that's when they sent the information over. Um, did you want to do the options that you chose on the form or did you want to do something else? I know you said you wanted to change that medical.

Speaker speaker_1: No, I want to do some... Let me just do something different with that. Um, that's... The cheapest, um, medical coverage you have you said was the \$17 and some change, right?

Speaker speaker_0: Yes, \$17.39 for the insurance plus basics.

Speaker speaker_1: Okay. Yes, ma'am. And what about y'all's vision? You, um... 'Cause I wanted to add at least vision and dental with that.

Speaker speaker_0: Okay. So can I help?

Speaker speaker_1: Do y'all have a plan for that?

Speaker speaker_0: Of course. So dental, there's only one plan for dental and one plan for vision. The dental is \$3.51 a week and the vision is \$2.15 a week.

Speaker speaker_1: Okay. Um, yeah, let me get that, um, dental and the vision along with the, um, health ones for 17. I just needed to lower how much I was paying out because I really can't, couldn't afford the other packages that I chose, so that's another reason, so...

Speaker speaker_0: No worries.

Speaker speaker_1: But I know I need medical coverage.

Speaker speaker_0: And this is all for just yourself, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I'm gonna perform... I'm gonna have them, I'm gonna reach out to them so they can perform the eligibility review, um, since you are requesting-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... since you are wanting the coverage. Um, if you are approved, your weekly deductions would be \$23.05 for all three plans.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, um, once approved, it does take one to two weeks for the enrollment process for the deductions to begin.

Speaker speaker_1: Okay.

Speaker speaker_0: Then that following Monday you'll become active and later that week you'll receive your dental and vision cards in the mail and your medical will go to your email. All three plans are under-

Speaker speaker_1: Okay.

Speaker speaker_0: ... restriction called 125, uh, section 125. Meaning if it is not company opening enrollment or you have a qualified life event occur, you can't cancel or change these plans.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? So I'm gonna, um... You're not gonna be enrolled at the moment. I do have to have that review, um, submitted. Once they give me the okay and see you are eligible, I'll go ahead and enroll you and then I'll just give you a call and confirm, um, with you that it was processed. If they say you're not eligible, I'll also give you a call back and let you know that you're not eligible and where we go from there. But if you've been, um, if you're still within your 30 days of receiving your first paycheck and you had a break of more than 90 days from working with MAU, then you should be eligible. We just have to confirm that information. Okay?

Speaker speaker_1: Okay. Gotcha. Thank you.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, ma'am.

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

Speaker speaker_1: You too. Enjoy your day.