

## Transcript: Sara

**Marulanda-5069596433793024-6307579216478208**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is . I'm sorry, hello? Hello? Hi. Your name, please? Hi. Sorry, my name is Chandler. I- Okay, where have I been, my... Oh, I keep losing you. Yes. Hello? Are you there? Yes, I'm here. How may I help you? Okay, sorry. I would like to enroll for benefits. I just started a new contract job. Sure, I can help you, but may I have the name of the agency that you are working with and the last four of your Social? Yes. The company name is Creative Circle, and the last four of my Social are 3420. I'm sorry, three, four... 3420. Three, four, two, zero. To zero. Mm-hmm. Hold on, please. Is Chandler Metcalf's? Yes, correct. Just for security purposes, can you please verify your address and date of birth? Yes. Address is 10318 Somerville Avenue. That's with an O. And then, um, date of birth is July 1, 1994. And is your email cmmetcalf@sbcglobal.net? Correct. And is your phone number 813-3931? Yes. Thank you very much. And, uh, did you already know what you would like to enroll? Uh, yes, but I did have one quick question, actually. Um. Sure. The, the st- the, uh, the Stay Healthy plan, does that include the free Rx- Okay. ... or does the free Rx still cost 5.99? No, the Stay Healthy MEC TeleRx includes, includes free Rx. Okay, perfect. All right. And the InsurPlus does not include, like um, comprehensive, just like regular like checkup visits, right? It doesn't include the Stay Healthy plan, it's its own separate thing? They're all separate so you're allowed to have either preventative or the medicals, or you can have a medical and preventative. Okay, perfect. I'm going to... Okay. I, I know what I want then. I think I'm good. Okay, sure. Let's go. Okay. I would like the, uh, the Stay Healthy plan. Is that for yourself only? Yes. All this is for myself only. Okay, perfect. What else? Um, I also want to do the InsurPlus. Uh, the Basic, Enhanced, or Premier? Uh, the Basic. The... Mm-hmm. The Basic is 17.21, correct? Yes, 17.21. Yes, then that one. Mm-hmm. And what else? Uh, the Dental Vision and, and Term Life. Okay, the bundles. Yes, ma'am. Mm-hmm. What else? And then, can, can I also add on Accident- Yes. ... and the tele-behavioral? And the behavioral health, right? Mm-hmm. Okay, so your total weekly deduction is going to be \$44.21. Okay. Please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when your coverage became active- Perfect. ... and, uh, you're going to receive your ID cards by the end of that we- of that week. Um, the medical is going to be sent only to your email, unless you give us a call when you see the first deduction for us to make a request, uh, for they to send the, the medical ID card to your mailing address. Okay, perfect. Okay, now I'm gonna need a, like a beneficiary. Like who would you like to receive the Term Life benefit in case something happens? Uh, that'll be my, uh, my fiance. Okay. Uh, his name is Josh. His name is Josh Willis. So J-O-S... J-O- J-H? Correct. And then last- Uh, Willis. ... name Willis. W-I-L-L-I-S. Willis. W-I-L-L-I-S. And is the fiance and 100% for him, right? Yes. Okay. Okay, and just for your information, the MEC

TeleRx plan is the only one that is under Section 125. That is an IRS regulation, and that means then you're not going to be allowed to make any cancellations for that- Okay. ... MEC plans unless your company has an open enrollment period or if you have a qualified life event. Okay. Okay. Um, other than that, is there anything else that I can help you with? Nope, that should be it. All righty then. So thank you for calling Benefits in a Cart. We wish you two have a wonderful day. Thanks. You as well. You're welcome. Bye-bye. Bye-bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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Willis. W-I-L-L-I-S. And is the fiance and 100% for him, right? Yes. Okay. Okay, and just for your information, the MEC TeleRx plan is the only one that is under Section 125. That is an IRS regulation, and that means then you're not going to be allowed to make any cancellations for that- Okay. ... MEC plans unless your company has an open enrollment period or if you have a qualified life event. Okay. Okay. Um, other than that, is there anything else that I can help you with? Nope, that should be it. All righty then. So thank you for calling Benefits in a Cart. We wish you two have a wonderful day. Thanks. You as well. You're welcome. Bye-bye. Bye-bye.