

Transcript: Sara

Marulanda-6319201998290944-5242570198171648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Chart. My name is Sarah. May I have your name please? Deshunda Garner. Hello ma'am, how, how may I help you? I had enrolled for, um, the healthcare coverage through my... through the job. And they sent me a text saying it was... I chose too many coverages or something. Okay, let me check that for you. May I have the name of the agency and the, the last four digits of your Social Security number? My last four is 7995. Okay, and the name of the temporary agency? MAU. I'm sorry? MAU. MAC? MAU, U. I'm sorry. Oh, okay. M-A-U. Okay, thank you. Deshunda Chantel Garner? Yes. And just for security purposes, can you please verify your address and date of birth? My address is 231 Blazer Drive, Kinsey, Alabama 36303. And what I do you want my birthday? Yes, ma'am. 5/7/71. I need your email, deshundagarner313@gmail.com? Yes. Need your phone number, 334-350-0629? Yes. Okay, thank you, ma'am. Let me check what was the message. Is it- Oh, okay. Okay, what they say is that on your enrollment form you request to be enrolled on MEC Standalone and... Hold on I'm downloading the document. You request to be enrolled on MEC which is preventive care only, and MEC Enhanced which is preventative and medical. So, the question is, which one would you like to be enrolled at? The one you can go to the doctor with. Oh, okay. The MEC Enhanced. That one includes preventive care and doctor visitations. Right. Okay, so let me make the changes here. Just a... What was the other one? What's the, what's the Standalone? The other one is just preventive care. Just prevention like vaccinations, one physical exam examination, uh, blood work. But the one that you choose has the preventive care and the doctor visitations. Okay, that's the one I want. Okay. And when will that going to effect? Okay, give me just a minute while I- Okay. ... make the changes here. Okay. Okay, you need to 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. And... Okay, I'm just waiting for the system to download. Give me just a minute. Yes, the new- I want to get one other thing. Go ahead. The new coverage, uh, the MEC Enhanced will became active on the 23rd. That's what is showing here on the system. December 23rd. Yeah. Now do you, do, do, do you handle like the vision and dental too? Yes, ma'am. You got that on there too? Yes, you are enrolled on dental, short-term disability, term life, vision, critical illness, group accident, MEC Enhanced which is the preventive care and the medical, behavioral health and ID expert. Okay, okay. All right, and how much is all that? Can you, can you get a total on there? Uh, th- Yes, the total weekly deduction is going to be \$44.76. Okay, all right, that's good. That's what I wanted. All right. Okay, um, other than that, eh, Ms. Garner is there anything else that I can... Oh, and one more thing, very important thing. Mm-hmm. Uh, just to let you know your dental, vision and medical coverage are under Section 125. That means, uh, that you are allowed to pay...

Okay, your coverage, uh, will be paid with pre-tax dollar but you cannot make any cancellations or upgrades unless your company has an open enrollment period, or if you have a qualified life event. Okay, right. All righty then. So, that mean once you got it, once you get in you got to stay for... It says open enrollment again. Yes, that's exactly... Okay, yeah. Cool. Yes. So, do you have any other questions for us? No, ma'am. That's it. All righty, Ms. Garner. So, thank you, thank you for calling Benefits in a Chart. Wish you to have a wonderful day, ma'am. You too. Thanks. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Chart. My name is Sarah. May I have your name please? Deshunda Garner. Hello ma'am, how, how may I help you? I had enrolled for, um, the healthcare coverage through my... through the job. And they sent me a text saying it was... I chose too many coverages or something. Okay, let me check that for you. May I have the name of the agency and the, the last four digits of your Social Security number? My last four is 7995. Okay, and the name of the temporary agency? MAU. I'm sorry? MAU. MAC? MAU, U. I'm sorry. Oh, okay. M-A-U. Okay, thank you. Deshunda Chantel Garner? Yes. And just for security purposes, can you please verify your address and date of birth? My address is 231 Blazer Drive, Kinsey, Alabama 36303. And what I do you want my birthday? Yes, ma'am. 5/7/71. I need your email, deshundagarner313@gmail.com? Yes. Need your phone number, 334-350-0629? Yes. Okay, thank you, ma'am. Let me check what was the message. Is it- Oh, okay. Okay, what they say is that on your enrollment form you request to be enrolled on MEC Standalone and... Hold on I'm downloading the document. You request to be enrolled on MEC which is preventive care only, and MEC Enhanced which is preventative and medical. So, the question is, which one would you like to be enrolled at? The one you can go to the doctor with. Oh, okay. The MEC Enhanced. That one includes preventive care and doctor visitations. Right. Okay, so let me make the changes here. Just a... What was the other one? What's the, what's the Standalone? The other one is just preventive care. Just prevention like vaccinations, one physical exam examination, uh, blood work. But the one that you choose has the preventive care and the doctor visitations. Okay, that's the one I want. Okay. And when will that going to effect? Okay, give me just a minute while I- Okay. ... make the changes here. Okay. Okay, you need to 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. And... Okay, I'm just waiting for the system to download. Give me just a minute. Yes, the new- I want to get one other thing. Go ahead. The new coverage, uh, the MEC Enhanced will became active on the 23rd. That's what is showing here on the system. December 23rd. Yeah. Now do you, do, do, do you handle like the vision and dental too? Yes, ma'am. You got that on there too? Yes, you are enrolled on dental, short-term disability, term life, vision, critical illness, group accident, MEC Enhanced which is the preventive care and the medical, behavioral health and ID expert. Okay, okay. All right, and how much is all that? Can you, can you get a total on there? Uh, th- Yes, the total weekly deduction is going to be \$44.76. Okay, all right, that's good. That's what I wanted. All right. Okay, um, other than that, eh, Ms. Garner is there anything else that I can... Oh, and one

more thing, very important thing. Mm-hmm. Uh, just to let you know your dental, vision and medical coverage are under Section 125. That means, uh, that you are allowed to pay... Okay, your coverage, uh, will be paid with pre-tax dollar but you cannot make any cancellations or upgrades unless your company has an open enrollment period, or if you have a qualified life event. Okay, right. All righty then. So, that mean once you got it, once you get in you got to stay for... It says open enrollment again. Yes, that's exactly... Okay, yeah. Cool. Yes. So, do you have any other questions for us? No, ma'am. That's it. All righty, Ms. Garner. So, thank you, thank you for calling Benefits in a Chart. Wish you to have a wonderful day, ma'am. You too. Thanks. Bye-bye.