

Transcript: VICTORIA

Taylor-4724522424942592-5660381101899776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Victoria, how can I help you? Hey, Victoria. I'm a ManCan uh, staffy and I'm trying to, uh, enroll in the BIC coverage. Okay. Uh, let me pull up your file. What's the last four of your Social? 5910. And your first and last name? Charles Brown. Have you received your first paycheck with them yet? No, ma'am. Okay. And do you know exactly what you're wanting to enroll into? Well, uh, there's the Standard, the VIP Standard, and I think I'm gonna add the vision, dental, and, uh, prescription. Okay. Um, let me go ahead and do this. Because you haven't received your first check, I don't have a file for you in the system so I'm going to have to make your file first. Okay. Then I'll be able to enroll you from there. Um, what's your full Social? It's 43847 5910. And your date of birth? 8/12/1970. And then your, uh, mailing address. It's 1988 Smithville Western Road, Worchester, Ohio, 44691. Okay. And what would be a good phone number for you? It is 225-512-1180. And do you have a good email? Yeah. It's all lowercase, clb as in boy, j and the word spelled out B-L-E-S, blessed, blessed@gmail.com. Okay. Read it- read it back to me because the other day I did this and they put a D where the B was. Okay. So, clb as in boy blessed@gmail.com? Yep, that's it. Yeah. Okay. And just to make sure I heard you correctly, first name is Charles, last name is Brown? Yes, ma'am. Okay. Give me one second. So you're wanting the VIP Standard, uh, the free Rx, dental and vision? Is that right? Yeah. That's it. Okay. Are you wanting that per employee only? Yeah, just for me. Okay. So, it looks like it comes out to a total of \$27.58 and that is weekly. Okay. Now, I do want to let you know that the medical, dental and vision plans- Mm-hmm. ... they're all under, uh, Section 125. Okay. Which is basically a, uh, IRS code that allows you to pay your share of the premium with pre-tax dollars. Okay. So the IRS does put stipulations on when you can change or cancel the plans. Right. Um, so as a new hire, you do have 30 days from the date of your first check to get enrolled, make any changes or cancellations needed. Uh-huh. Outside of that timeframe, the only other time you'll be able to change or cancel the medical, dental and vision is during the company's open enrollment period. Mm-hmm. Unless you experience a qualifying life event. Yes, ma'am, I read that. Okay, just wanted to make sure. Yeah. And then, um, all right, so from here the actual enrollment can take about one to two weeks to be processed through payroll. Uh-huh. So you might not see your first deduction until two weeks from now. Right. Once you do, coverage will start the following Monday. And then, once the coverage is active, that's when your ID cards and policy information is being made. So it'll take about seven to 10 business days to get the ID cards. Okay. Uh, the dental and vision ID cards are gonna be mailed to you, but the medical is gonna be emailed to you from the carrier. Okay. And I'll just keep that email and have my card on my phone? Yes, sir. Okay. There should be an option to where you can print it off too, if you want. Okay. Good, good, good. And, uh, yeah, that's all I have for you. I went ahead and sent the request to have you

enrolled. Was there anything else maybe you had questions on? No, ma'am, you've been very helpful and I appreciate it. Yes, sir. You have a wonderful day. You do the same. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. This is Victoria, how can I help you?

Speaker speaker_1: Hey, Victoria. I'm a ManCan uh, staffy and I'm trying to, uh, enroll in the BIC coverage.

Speaker speaker_0: Okay. Uh, let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 5910.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Charles Brown.

Speaker speaker_0: Have you received your first paycheck with them yet?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. And do you know exactly what you're wanting to enroll into?

Speaker speaker_1: Well, uh, there's the Standard, the VIP Standard, and I think I'm gonna add the vision, dental, and, uh, prescription.

Speaker speaker_0: Okay. Um, let me go ahead and do this. Because you haven't received your first check, I don't have a file for you in the system so I'm going to have to make your file first.

Speaker speaker_1: Okay.

Speaker speaker_0: Then I'll be able to enroll you from there. Um, what's your full Social?

Speaker speaker_1: It's 43847 5910.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 8/12/1970.

Speaker speaker_0: And then your, uh, mailing address.

Speaker speaker_1: It's 1988 Smithville Western Road, Worcester, Ohio, 44691.

Speaker speaker_0: Okay. And what would be a good phone number for you?

Speaker speaker_1: It is 225-512-1180.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Yeah. It's all lowercase, clb as in boy, j and the word spelled out B-L-E-S, blessed, blessed@gmail.com.

Speaker speaker_0: Okay.

Speaker speaker_1: Read it- read it back to me because the other day I did this and they put a D where the B was.

Speaker speaker_0: Okay. So, clb as in boy blessed@gmail.com?

Speaker speaker_1: Yep, that's it. Yeah.

Speaker speaker_0: Okay. And just to make sure I heard you correctly, first name is Charles, last name is Brown?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me one second. So you're wanting the VIP Standard, uh, the free Rx, dental and vision? Is that right?

Speaker speaker_1: Yeah. That's it.

Speaker speaker_0: Okay. Are you wanting that per employee only?

Speaker speaker_1: Yeah, just for me.

Speaker speaker_0: Okay. So, it looks like it comes out to a total of \$27.58 and that is weekly.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, I do want to let you know that the medical, dental and vision plans-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... they're all under, uh, Section 125.

Speaker speaker_1: Okay.

Speaker speaker_0: Which is basically a, uh, IRS code that allows you to pay your share of the premium with pre-tax dollars.

Speaker speaker_1: Okay.

Speaker speaker_0: So the IRS does put stipulations on when you can change or cancel the plans.

Speaker speaker_1: Right.

Speaker speaker_0: Um, so as a new hire, you do have 30 days from the date of your first check to get enrolled, make any changes or cancellations needed.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Outside of that timeframe, the only other time you'll be able to change or cancel the medical, dental and vision is during the company's open enrollment period.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Unless you experience a qualifying life event.

Speaker speaker_1: Yes, ma'am, I read that.

Speaker speaker_0: Okay, just wanted to make sure.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then, um, all right, so from here the actual enrollment can take about one to two weeks to be processed through payroll.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So you might not see your first deduction until two weeks from now.

Speaker speaker_1: Right.

Speaker speaker_0: Once you do, coverage will start the following Monday. And then, once the coverage is active, that's when your ID cards and policy information is being made. So it'll take about seven to 10 business days to get the ID cards.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, the dental and vision ID cards are gonna be mailed to you, but the medical is gonna be emailed to you from the carrier.

Speaker speaker_1: Okay. And I'll just keep that email and have my card on my phone?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: There should be an option to where you can print it off too, if you want.

Speaker speaker_1: Okay. Good, good, good.

Speaker speaker_0: And, uh, yeah, that's all I have for you. I went ahead and sent the request to have you enrolled. Was there anything else maybe you had questions on?

Speaker speaker_1: No, ma'am, you've been very helpful and I appreciate it.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You do the same.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.