

Transcript: VICTORIA

Taylor-4858408967389184-5956080570777600

Full Transcript

Thank you for calling the Benefits on a Card. This is Victoria. How can I help you? Hello? Hi. How can I help you? I had got a call from this number, said that y'all were trying to reach me. Okay. But I didn't know what it was about. This um... I said, this Trayvon Thomas. Okay. What's the... Do you work through like a staffing or a temp agency? Yeah, I work for MAU. Okay, so this would be in regards to the medical insurance. Did they not leave a voicemail for you? Yeah, see, they left a voicemail but they didn't, they didn't say what it was for. They just said they were trying to get in touch with me, but she didn't say what it was for. Okay, let me... Yeah, like I said, this is for the medical insurance that MAU offers. I can pull up your file and see why they were specifically calling out to you. What's the, uh, last four of your Social? Uh, 0937. Okay. And do you mind verifying your address and date of birth? 53, uh, 15 Ashley Drive, in, um, March 12th, 2000. For the address, it's Conyers, Georgia, 30094. Incorrect. Phone number is 770-706-091-, uh, 0978. Incorrect. Email's going to be traythomas241 at gmail. 41, it's 412. Trey Thomas- 412? Right, 412. Okay. I will fix that. So, it looks like we received a enrollment form that you signed and dated on the 28th of February. Mm-hmm. Um, on the enrollment form, you selected three different medical plans, um, and you also selected dental. So we were calling specifically to see what medical plan you were wanting. Oh, I don't even remember which one I picked. Wait. So, you selected the Stay Healthy MEC. You also selected the EnsurePlus Basic and the EnsurePlus Enhanced. Unfortunately, you just can't have both EnsurePlus plans. Oh. You can um, just do the Basic. The EnsurePlus Basic? Right. Okay. And then, um, you're wanting dental as well, correct? Correct. Okay. So for both of those plans, it is \$20.90 a week. Um, now both of these plans are also under the IRS code as Section 125, which basically it just allows you to pay your share of the premium with pre-tax dollars. Because of that, the IRS puts stipulations on when you're able to change or cancel the plans once you're enrolled. So you do have your personal open enrollment period, which is 30 days from the date of your first check to get enrolled, make any changes or cancellations needed. Outside of that window, the only other time you'll be able to change or cancel the plans is during the company's open enrollment period that they have yearly. Um, if you're outside of both windows, you will have to have a qualifying life event in order to, um, change or cancel the plans. All right. Um, but as far as the actual enrollment is concerned, it does take about one to two weeks for that to be processed through payroll. Once you see that first deduction being made out of your check, the coverage will start the following Monday. And then once the coverage is actually active, ID cards are made and sent to you within seven to ten business days. Okay. That's all. Uh, did you have any other questions for me? No, that's all. All right. Well, you're good to go on my end. All right. Thank you. Thank you. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling the Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: Hi. How can I help you?

Speaker speaker_1: I had got a call from this number, said that y'all were trying to reach me.

Speaker speaker_0: Okay.

Speaker speaker_1: But I didn't know what it was about. This um... I said, this Trayvon Thomas.

Speaker speaker_0: Okay. What's the... Do you work through like a staffing or a temp agency?

Speaker speaker_1: Yeah, I work for MAU.

Speaker speaker_0: Okay, so this would be in regards to the medical insurance. Did they not leave a voicemail for you?

Speaker speaker_1: Yeah, see, they left a voicemail but they didn't, they didn't say what it was for. They just said they were trying to get in touch with me, but she didn't say what it was for.

Speaker speaker_0: Okay, let me... Yeah, like I said, this is for the medical insurance that MAU offers. I can pull up your file and see why they were specifically calling out to you. What's the, uh, last four of your Social?

Speaker speaker_1: Uh, 0937.

Speaker speaker_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_1: 53, uh, 15 Ashley Drive, in, um, March 12th, 2000.

Speaker speaker_0: For the address, it's Conyers, Georgia, 30094.

Speaker speaker_1: Incorrect.

Speaker speaker_0: Phone number is 770-706-091-, uh, 0978.

Speaker speaker_1: Inkorrekt.

Speaker speaker_0: Email's going to be traythomas241 at gmail.

Speaker speaker_1: 41, it's 412. Trey Thomas-

Speaker speaker_0: 412?

Speaker speaker_1: Right, 412.

Speaker speaker_0: Okay. I will fix that. So, it looks like we received a enrollment form that you signed and dated on the 28th of February.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, on the enrollment form, you selected three different medical plans, um, and you also selected dental. So we were calling specifically to see what medical plan you were wanting.

Speaker speaker_1: Oh, I don't even remember which one I picked. Wait.

Speaker speaker_0: So, you selected the Stay Healthy MEC. You also selected the EnsurePlus Basic and the EnsurePlus Enhanced. Unfortunately, you just can't have both EnsurePlus plans.

Speaker speaker_1: Oh. You can um, just do the Basic.

Speaker speaker_0: The EnsurePlus Basic?

Speaker speaker_1: Right.

Speaker speaker_0: Okay. And then, um, you're wanting dental as well, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So for both of those plans, it is \$20.90 a week. Um, now both of these plans are also under the IRS code as Section 125, which basically it just allows you to pay your share of the premium with pre-tax dollars. Because of that, the IRS puts stipulations on when you're able to change or cancel the plans once you're enrolled. So you do have your personal open enrollment period, which is 30 days from the date of your first check to get enrolled, make any changes or cancellations needed. Outside of that window, the only other time you'll be able to change or cancel the plans is during the company's open enrollment period that they have yearly. Um, if you're outside of both windows, you will have to have a qualifying life event in order to, um, change or cancel the plans.

Speaker speaker_1: All right.

Speaker speaker_0: Um, but as far as the actual enrollment is concerned, it does take about one to two weeks for that to be processed through payroll. Once you see that first deduction being made out of your check, the coverage will start the following Monday. And then once the coverage is actually active, ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: Okay. That's all.

Speaker speaker_0: Uh, did you have any other questions for me?

Speaker speaker_1: No, that's all.

Speaker speaker_0: All right. Well, you're good to go on my end.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you. Have a good day.