

Transcript: VICTORIA

Taylor-5618228833075200-5552500499070976

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, hello. My name's Juan Alvarenga. So, um, last weekend they give me a, a, like, uh, a brochure with all the benefits. Uh, I think I'm ready to choose one. Okay. Well, what's the name of the agency you work for? Uh, Department of Personnel. And the last four of your Social? 6840. And I'm sorry, your first and last name again? Juan Alvarenga. Do you mind verifying your address and date of birth? Okay. My address 4048 Ryland Avenue, Apartment B10, the city of East Baltimore. Uh, postal code 91706. Uh, what else, what else do you ask for? Your date of birth. Oh, July 6th, 1979. Phone number is 626-274-0563. Uh, what is that? Your phone number, 626-274-0563. Yeah. That is my phone number. That's right. Okay. Email is gonna be invalid_legacyID_16419742@email.com. Uh... Uh, the email I give you to them was, uh, letter J, uh, A-L-V-A-R-E 903@gmail.com. Okay. I will go ahead and update that. Give me just one second. All right. Okay. Uh, what plans were you wanting to enroll into? The one where they say I can take, um, virtually, um, uh... How do you say? Uh, instead of going to the office physically, I can take it virtually. Like, it's a meeting or something with the doctor. I, I forgot the number. I think it's MEC. I think that is the name of the plan. Okay. So we have two different plans, uh, that are called MEC. There's the MEC TeleRx and then there's the MEC Enhanced. No, the first one. The MEC TeleRx? Yes. Okay. Is that all you're wanting to enroll into? Uh, additionally you, uh, you mentioned you had, like, a dental plan for a few bucks more. Yes. The dental- Oh, right. ... for employee... Yes, the dental is \$3.63 a week for employee only. Okay. Okay. I'm gonna take it. It's just for me, by the way. Okay. So you just want the MEC TeleRx and the dental for employee only? Yes. Okay. So you're looking at a total of \$20.43 a week. Mm-hmm. Okay. Now both of these plans are under Section 125, which is basically an IRS code that allows you to pay your share of the premium with pre-tax dollars. Oh. Because of that, the IRS does put stipulations on when you're able to change or cancel the plans. Mm-hmm. So of course, right now you have the remainder of your open enrollment period, your personal open enrollment period, which is 30 days from the date of your first check. Mm-hmm. Outside of that, you'll have to wait for the company's open enrollment period that they have yearly to make changes or cancellations to the medical and the dental. Okay. Um, as far as the enrollment process is concerned, it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first payroll deduction, coverage will start the following Monday. And then, um, once the coverage is active, your ID cards are made and sent to you within seven to ten business days. Mm-hmm. Okay. Was there anything else that you might need help with? No. No, I understood everything. All right. Thank you so much for... All right. You have a wonderful day. Thank you. Have a good day too. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, hello. My name's Juan Alvarenga. So, um, last weekend they give me a, a, like, uh, a brochure with all the benefits. Uh, I think I'm ready to choose one.

Speaker speaker_0: Okay. Well, what's the name of the agency you work for?

Speaker speaker_1: Uh, Department of Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6840.

Speaker speaker_0: And I'm sorry, your first and last name again?

Speaker speaker_1: Juan Alvarenga.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Okay. My address 4048 Ryland Avenue, Apartment B10, the city of East Baltimore. Uh, postal code 91706. Uh, what else, what else do you ask for?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Oh, July 6th, 1979.

Speaker speaker_0: Phone number is 626-274-0563.

Speaker speaker_1: Uh, what is that?

Speaker speaker_0: Your phone number, 626-274-0563.

Speaker speaker_1: Yeah. That is my phone number. That's right.

Speaker speaker_0: Okay. Email is gonna be invalid_legacyID_16419742@email.com.

Speaker speaker_1: Uh... Uh, the email I give you to them was, uh, letter J, uh, A-L-V-A-R-E 903@gmail.com.

Speaker speaker_0: Okay. I will go ahead and update that. Give me just one second.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Uh, what plans were you wanting to enroll into?

Speaker speaker_1: The one where they say I can take, um, virtually, um, uh... How do you say? Uh, instead of going to the office physically, I can take it virtually. Like, it's a meeting or something with the doctor. I, I forgot the number. I think it's MEC. I think that is the name of the plan.

Speaker speaker_0: Okay. So we have two different plans, uh, that are called MEC. There's the MEC TeleRx and then there's the MEC Enhanced.

Speaker speaker_1: No, the first one.

Speaker speaker_0: The MEC TeleRx?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Is that all you're wanting to enroll into?

Speaker speaker_1: Uh, additionally you, uh, you mentioned you had, like, a dental plan for a few bucks more.

Speaker speaker_0: Yes. The dental-

Speaker speaker_1: Oh, right.

Speaker speaker_0: ... for employee... Yes, the dental is \$3.63 a week for employee only.

Speaker speaker_1: Okay. Okay. I'm gonna take it. It's just for me, by the way.

Speaker speaker_0: Okay. So you just want the MEC TeleRx and the dental for employee only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you're looking at a total of \$20.43 a week.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Now both of these plans are under Section 125, which is basically an IRS code that allows you to pay your share of the premium with pre-tax dollars.

Speaker speaker_1: Oh.

Speaker speaker_0: Because of that, the IRS does put stipulations on when you're able to change or cancel the plans.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So of course, right now you have the remainder of your open enrollment period, your personal open enrollment period, which is 30 days from the date of your first check.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Outside of that, you'll have to wait for the company's open enrollment period that they have yearly to make changes or cancellations to the medical and the dental.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, as far as the enrollment process is concerned, it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first

payroll deduction, coverage will start the following Monday. And then, um, once the coverage is active, your ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: Was there anything else that you might need help with?

Speaker speaker_1: No. No, I understood everything.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you so much for...

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: Thank you. Have a good day too. Bye-bye.

Speaker speaker_0: Thank you. Bye.