

Transcript: VICTORIA

Taylor-5834404865425408-4905153190346752

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I spoke to my, um, HR specialist, uh, through Partners Personnel and she gave me this phone number to call to sign up. Okay. What's the name of the agency you work for? Uh, the company I work for is APL, but the... It's Partners Personnel, I believe. Let me, um, pull it up. Uh, yes. Partners Personnel. Okay. And the last four of your Social? 5877. And your first and last name? Oh. Abby Sidebottom. A-B-B-Y S-I-D-E-B-O-T-T-O-M. And she gave me my employee ID. She said she wasn't sure if I'd need it, but... Uh, no. We don't need the employee ID. That's fine. Um, but I'm not finding a file for you. Just to make sure, it's Partners Personnel, last four is 5877? Yes. First name is spelled A-B-B-Y? Yes. And then em- or last name is, uh, Sidebottom? Yes. Is that S-I-D-E-B-O-T-T-O-M? Yes. Okay. That's weird. Have you received your first check from them yet? No. Okay. That makes sense. Um, do you know what you're wanting to enroll into specifically? Yes. I know exactly. I've read over the whole, the 25-page brochure thing, the pamphlet. Okay. So let me go ahead and just, um... What I'll have to do is I'm gonna have to make a file for you, and then once I get it made, I'll be able to get you enrolled from there. What is your, um- Okay, great. ... Social? 311-985877. And your date of birth? 7-27-86. Gotcha. And your mailing address? 229 Miles, M-I-L-E-S, Drive Shepherdsville, Kentucky 40165. Okay. And then, uh, phone number. Is that the same phone number you're calling from? Yes. Okay. And lastly, what would be a good email for you? Asidebottom616@gmail.com. All right. And then, uh, what plans were you wanting? Okay. The, uh, right here for the employee and children, the Stay Healthy MEC TeleRx. Okay. 'Cause I have two daughters. And I believe it says it's \$22.39 weekly. Yes, ma'am. Okay. Um, do you need their names and information as well? I'll get that here in just in a few minutes. Is that all that you're wanting to enroll into? Uh, no. I have, um, uh, right here the, uh, dental employee and children. Okay. \$9.59, I believe. And then also the, uh, behavioral health weekly deduction. Okay. Are you want- wanting the behavioral health for employee only or for employee plus children? Employee only. Okay. And what else? Um, and then the vision employee only. My daughter's has perfect vision and mine's like a 90-year-old. Gotcha. Well, was there anything else? That is it. Okay. So is that like... Roughly like \$30 a week comes out? That's not bad. Yeah. So I have the dental and the MEC TeleRx for employee plus children and then the vision and behavioral health for employee only, which in total it comes out to \$35.66 a week. Per- perfect. I will take it. All right. And then let me go ahead and get your, uh, children listed. What is the first child's name? Okay. My oldest is Bailey, B-A-I-L-E-E Sidebottom. Okay. Let me just make sure I got that right. So B-A-I-L-E-E and then Sidebottom? Yes. All right. And then what is, uh, date of birth? 6-16-09. June 16th, 2009. And then full Social?... 403-71-1176. All right, and then who's next? Bella, B-E-L-L-A Sidebottom. Try saying their names both whenever you're trying to holler for 'em to come downstairs. I

usually end up saying Belly or, or Bay-la or it's too close. Oh. I see what you're saying. And what is, uh, Bella's date of birth? Uh, 4-18-19. All right, and then social? 875-69-4303. All right, and is that everybody? Yes. Okay. Now I do wanna let you know, um, that the dental, medical and the vision, all three of those plans are under Section 125. Basically that is an IRS code that allows you to pay your share of the premium with pre-tax dollars. Because of that, the IRS does put stipulations on when you're able to change or cancel the enrollment. So, of course, um, as a new hire, you have 30 days from the date of your first check to get enrolled, make any changes or cancellations needed. Once you're outside of that 30-day window, the only time you'll be able to ca- excuse me, be able to change or cancel the medical, dental and vision is during the company's open enrollment period which they do have yearly, unless you experience a qualifying life event. Okay. Yeah, I understand that. Um, so from here, it will take about one to two weeks for the enrollment to be processed through your payroll department. Once you see that first payroll deduction, coverage is gonna start the following Monday. And then, um, once the coverage is active, the ID cards are made and sent to you within seven to ten business days. Be roughly middle of May then because I think my next paycheck is, um, the 9th, and then on Monday it'd be like, uh, the 12th. Yeah, I don't have a specific date for you unfortunately- Roughly. ... because I don't have that. Right. Mm-hmm. Yeah. I mean, like I said, it can take up to two weeks before you see that first deduction. Um... Okay. ... and then once you see the first, regardless if it's next week or if, if it's the following week, whenever that first deduction comes out, the coverage will start the following Monday. Okay. Awesome. Mm-hmm. Well, I appreciate all your help. And is that all I need to do? Yep, you're all good to go. Okay, thank you very much. You're welcome. Have a good day. You too. Bye-bye. Bye-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: Hi. Um, I spoke to my, um, HR specialist, uh, through Partners Personnel and she gave me this phone number to call to sign up.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, the company I work for is APL, but the... It's Partners Personnel, I believe. Let me, um, pull it up. Uh, yes. Partners Personnel.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 5877.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Oh. Abby Sidebottom. A-B-B-Y S-I-D-E-B-O-T-T-O-M. And she gave me my employee ID. She said she wasn't sure if I'd need it, but...

Speaker speaker_0: Uh, no. We don't need the employee ID. That's fine. Um, but I'm not finding a file for you. Just to make sure, it's Partners Personnel, last four is 5877?

Speaker speaker_1: Yes.

Speaker speaker_0: First name is spelled A-B-B-Y?

Speaker speaker_1: Yes.

Speaker speaker_0: And then em- or last name is, uh, Sidebottom?

Speaker speaker_1: Yes.

Speaker speaker_0: Is that S-I-D-E-B-O-T-T-O-M?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. That's weird. Have you received your first check from them yet?

Speaker speaker_1: No.

Speaker speaker_0: Okay. That makes sense. Um, do you know what you're wanting to enroll into specifically?

Speaker speaker_1: Yes. I know exactly. I've read over the whole, the 25-page brochure thing, the pamphlet.

Speaker speaker_0: Okay. So let me go ahead and just, um... What I'll have to do is I'm gonna have to make a file for you, and then once I get it made, I'll be able to get you enrolled from there. What is your, um-

Speaker speaker_1: Okay, great.

Speaker speaker_0: ... Social?

Speaker speaker_1: 311-985877.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 7-27-86.

Speaker speaker_0: Gotcha. And your mailing address?

Speaker speaker_1: 229 Miles, M-I-L-E-S, Drive Shepherdsville, Kentucky 40165.

Speaker speaker_0: Okay. And then, uh, phone number. Is that the same phone number you're calling from?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And lastly, what would be a good email for you?

Speaker speaker_1: Asidebottom616@gmail.com.

Speaker speaker_0: All right. And then, uh, what plans were you wanting?

Speaker speaker_1: Okay. The, uh, right here for the employee and children, the Stay Healthy MEC TeleRx.

Speaker speaker_0: Okay.

Speaker speaker_1: 'Cause I have two daughters. And I believe it says it's \$22.39 weekly.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Um, do you need their names and information as well?

Speaker speaker_0: I'll get that here in just in a few minutes. Is that all that you're wanting to enroll into?

Speaker speaker_1: Uh, no. I have, um, uh, right here the, uh, dental employee and children.

Speaker speaker_0: Okay.

Speaker speaker_1: \$9.59, I believe. And then also the, uh, behavioral health weekly deduction.

Speaker speaker_0: Okay. Are you want- wanting the behavioral health for employee only or for employee plus children?

Speaker speaker_1: Employee only.

Speaker speaker_0: Okay. And what else?

Speaker speaker_1: Um, and then the vision employee only. My daughter's has perfect vision and mine's like a 90-year-old.

Speaker speaker_0: Gotcha. Well, was there anything else?

Speaker speaker_1: That is it.

Speaker speaker_0: Okay.

Speaker speaker_1: So is that like... Roughly like \$30 a week comes out? That's not bad.

Speaker speaker_0: Yeah. So I have the dental and the MEC TeleRx for employee plus children and then the vision and behavioral health for employee only, which in total it comes out to \$35.66 a week.

Speaker speaker_1: Per- perfect. I will take it.

Speaker speaker_0: All right. And then let me go ahead and get your, uh, children listed. What is the first child's name?

Speaker speaker_1: Okay. My oldest is Bailey, B-A-I-L-E-E Sidebottom.

Speaker speaker_0: Okay. Let me just make sure I got that right. So B-A-I-L-E-E and then Sidebottom?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then what is, uh, date of birth?

Speaker speaker_1: 6-16-09. June 16th, 2009.

Speaker speaker_0: And then full Social?

Speaker speaker_1: ... 403-71-1176.

Speaker speaker_0: All right, and then who's next?

Speaker speaker_1: Bella, B-E-L-L-A Sidebottom. Try saying their names both whenever you're trying to holler for 'em to come downstairs. I usually end up saying Belly or, or Bay-la or it's too close.

Speaker speaker_0: Oh. I see what you're saying. And what is, uh, Bella's date of birth?

Speaker speaker_1: Uh, 4-18-19.

Speaker speaker_0: All right, and then social?

Speaker speaker_1: 875-69-4303.

Speaker speaker_0: All right, and is that everybody?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now I do wanna let you know, um, that the dental, medical and the vision, all three of those plans are under Section 125. Basically that is an IRS code that allows you to pay your share of the premium with pre-tax dollars. Because of that, the IRS does put stipulations on when you're able to change or cancel the enrollment. So, of course, um, as a new hire, you have 30 days from the date of your first check to get enrolled, make any changes or cancellations needed. Once you're outside of that 30-day window, the only time you'll be able to ca- excuse me, be able to change or cancel the medical, dental and vision is during the company's open enrollment period which they do have yearly, unless you experience a qualifying life event.

Speaker speaker_1: Okay. Yeah, I understand that.

Speaker speaker_0: Um, so from here, it will take about one to two weeks for the enrollment to be processed through your payroll department. Once you see that first payroll deduction, coverage is gonna start the following Monday. And then, um, once the coverage is active, the ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: Be roughly middle of May then because I think my next paycheck is, um, the 9th, and then on Monday it'd be like, uh, the 12th.

Speaker speaker_0: Yeah, I don't have a specific date for you unfortunately-

Speaker speaker_1: Roughly.

Speaker speaker_0: ... because I don't have that.

Speaker speaker_1: Right. Mm-hmm.

Speaker speaker_0: Yeah. I mean, like I said, it can take up to two weeks before you see that first deduction. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: ... and then once you see the first, regardless if it's next week or if, if it's the following week, whenever that first deduction comes out, the coverage will start the following Monday.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Well, I appreciate all your help. And is that all I need to do?

Speaker speaker_0: Yep, you're all good to go.

Speaker speaker_1: Okay, thank you very much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.