

Transcript: VICTORIA

Taylor-6203527495729152-4538406432194560

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I need to sign up for, um, health benefits. Okay. What's the name of the agency you work for? It's Partners Personnel. And the last four of your Social? It's 2478. Okay. And your first and last name? Helen Wa. All right. And then if you'll just verify your address and date of birth. That's 2965 Promenade Place, Buford, Georgia. Date of birth is 11-26-1982. Phone number 407-325-9940? Yes. Okay. Email is first and last name at gmail.com. Correct. All right. And then, um, do you know what you're wanting to enroll in too, specifically? Yes. So I want to do the... Oh, um, for the vision... There is vision and dental, correct? Yes. Dental and vision are just separate from the medical. Okay. Well, I wanna do those two, um, for myself and my children. Okay. Um, can you tell me what the month, uh, the premium is on that, or the payments on that? The dental and vision for employee plus children would be \$14.53 a week. Okay. Um, in total for both, or for... Which one is that for? It's in total for both. Okay. And then for the medical, um, I want to do... So I know that I wanna do the preventative one. And for the preventative, there's two, correct? The Stay Healthy MEC r- TeleRx, and then just the Stay Healthy MEC? Is that correct? Oh, um, the Stay Healthy Enhanced. Is that correct? So the Stay Healthy MEC TeleRx, that plan only covers your preventative healthcare. So that's like your yearly physicals, vaccinations and- Okay. ... preventative screenings. It does come with- Yes. ... virtual urgent care and FreeRx- Okay. ... which is like a prescription plan. Uh-huh. Now the Stay Healthy MEC Enhanced covers preventative and non-preventative. So it's the only plan that provides coverage for both ends. Okay. Let me do the enh- enhanced then. Okay. Are you just wanting that for yourself or employee plus children? For myself and my children. Okay. Was there anything else? Um, that should be it. Okay. So for the MEC Enhanced Dental and Vision for employee plus children, it looks like it comes out to a total of \$85.99. And that is weekly. Okay. Now, with the, um, enhanced one, that includes, um, Rx's or... 'Cause I thought there was a separate Rx thing too. Pharmacy. Yes. Uh, under the Stay Healthy MEC Enhanced, you can get coverage a couple different ways. If it's a covered prescription with Pharmacoville, it would be covered at \$10, \$20 or \$30. Um- Okay. ... it also looks like there is, um, a \$30 supply pharmacy option with a \$5 co-payment on generic drugs. And then, um, a mail order option, which is a 90-day supply generic drugs- Mm-hmm. ... \$15 co-payment. Okay. That should be it then. Okay. Now all three of these plans are under Section 125. Basically that is a 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 plan. Mm-hmm. So you do have the remainder of your personal open enrollment period, which is gonna end on the 3rd of April, to change or cancel the enrollment. Once you're outside of that, uh, date- Mm-hmm. ... that's 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, unless you experience a qualifying life event. Okay. Um, let me go ahead and get your children listed. What is the first child's name? That's gonna be... So can I get my 20-year-old covered too? Yeah. Uh, we can, uh, put dependents pretty much up until the age of 26. Okay. So um, the first one is gonna be Evan, E-V-A-N. And last name is spelled Y-I. Date of birth? 10-12-2004. And Full Social? Ooh, let me see. I have to call back for that. Um, if I can find it. If I don't have their socials on me, can I call back for it and still give you the information, or do I need to call back? Um, just call back when you have it. For now, I'll just put all zeros. Uh, what's the next child's name? Okay. It's Keegan Yi, K-E-E-G-A-N. Last name is Yi? Yes. Okay, date of birth? It's August 8th, 2011. And I actually have all their socials here. Okay. What is, uh, Evan's social? It's 620-47-3568. And then, uh, Keegan's? 822-46-3340. Okay. And is there anyone else we need to add? Liam? Is that... How do you spell their first name? It's L-I-A-M, and his birthday is June 23rd, 2013. Last name is Yi? Yes. Okay, and then full social? It is 894-90-6912. All right, and then anyone else? That's it. Okay. Besides myself. All right. So, it will take about one to two weeks for the enrollment to be processed through your payroll department. So, you might not see that first- Okay. ... deduction come out of your check until two weeks from now. Once you do- Okay. ... the coverage will start the following Monday. And then once the coverage is- Okay. ... active, your ID cards are made and sent to you within seven to ten business days. The majority of your ID cards- Mm-hmm. ... you are going to get by mail. So, your preventative medical ID card, dental and vision are all gonna- Mm-hmm. ... be mailed to you. But the non-preventative medical is emailed, so just keep an eye on your email as well. Okay. Okay. Um, so once I see it deducted from my paycheck, it would be the following Monday from that is when I would- Mm-hmm. ... have coverage, correct? Yes, the following Monday of your first payroll deduction. Okay. Uh, was there anything else you might need help with? Oh, um, let me check with my husband really quick. I might have to change the vision and dental to include him. Can I put you on hold for a second? Sure. Okay.

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, Victoria. I need to sign up for, um, health benefits.

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

Speaker speaker_1: It's Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: It's 2478.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Helen Wa.

Speaker speaker_0: All right. And then if you'll just verify your address and date of birth.

Speaker speaker_1: That's 2965 Promenade Place, Buford, Georgia. Date of birth is 11-26-1982.

Speaker speaker_0: Phone number 407-325-9940?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Email is first and last name at gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. And then, um, do you know what you're wanting to enroll in too, specifically?

Speaker speaker_1: Yes. So I want to do the... Oh, um, for the vision... There is vision and dental, correct?

Speaker speaker_0: Yes. Dental and vision are just separate from the medical.

Speaker speaker_1: Okay. Well, I wanna do those two, um, for myself and my children.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, can you tell me what the month, uh, the premium is on that, or the payments on that?

Speaker speaker_0: The dental and vision for employee plus children would be \$14.53 a week.

Speaker speaker_1: Okay. Um, in total for both, or for... Which one is that for?

Speaker speaker_0: It's in total for both.

Speaker speaker_1: Okay. And then for the medical, um, I want to do... So I know that I wanna do the preventative one. And for the preventative, there's two, correct? The Stay Healthy MEC r- TeleRx, and then just the Stay Healthy MEC? Is that correct? Oh, um, the Stay Healthy Enhanced. Is that correct?

Speaker speaker_0: So the Stay Healthy MEC TeleRx, that plan only covers your preventative healthcare. So that's like your yearly physicals, vaccinations and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... preventative screenings. It does come with-

Speaker speaker_1: Yes.

Speaker speaker_0: ... virtual urgent care and FreeRx-

Speaker speaker_1: Okay.

Speaker speaker_0: ... which is like a prescription plan.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Now the Stay Healthy MEC Enhanced covers preventative and non-preventative. So it's the only plan that provides coverage for both ends.

Speaker speaker_1: Okay. Let me do the enh- enhanced then.

Speaker speaker_0: Okay. Are you just wanting that for yourself or employee plus children?

Speaker speaker_1: For myself and my children.

Speaker speaker_0: Okay. Was there anything else?

Speaker speaker_1: Um, that should be it.

Speaker speaker_0: Okay. So for the MEC Enhanced Dental and Vision for employee plus children, it looks like it comes out to a total of \$85.99. And that is weekly.

Speaker speaker_1: Okay. Now, with the, um, enhanced one, that includes, um, Rxs or... 'Cause I thought there was a separate Rx thing too. Pharmacy.

Speaker speaker_0: Yes. Uh, under the Stay Healthy MEC Enhanced, you can get coverage a couple different ways. If it's a covered prescription with Pharmacoville, it would be covered at \$10, \$20 or \$30. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it also looks like there is, um, a \$30 supply pharmacy option with a \$5 co-payment on generic drugs. And then, um, a mail order option, which is a 90-day supply generic drugs-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... \$15 co-payment.

Speaker speaker_1: Okay. That should be it then.

Speaker speaker_0: Okay. Now all three of these plans are under Section 125. Basically that is a 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 plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So you do have the remainder of your personal open enrollment period, which is gonna end on the 3rd of April, to change or cancel the enrollment. Once you're outside of that, uh, date-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that's 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, unless you experience a qualifying life event.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, let me go ahead and get your children listed. What is the first child's name?

Speaker speaker_1: That's gonna be... So can I get my 20-year-old covered too?

Speaker speaker_0: Yeah. Uh, we can, uh, put dependents pretty much up until the age of 26.

Speaker speaker_1: Okay. So um, the first one is gonna be Evan, E-V-A-N. And last name is spelled Y-I.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 10-12-2004.

Speaker speaker_0: And Full Social?

Speaker speaker_1: Ooh, let me see. I have to call back for that. Um, if I can find it. If I don't have their socials on me, can I call back for it and still give you the information, or do I need to call back?

Speaker speaker_0: Um, just call back when you have it. For now, I'll just put all zeros. Uh, what's the next child's name?

Speaker speaker_1: Okay. It's Keegan Yi, K-E-E-G-A-N.

Speaker speaker_0: Last name is Yi?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, date of birth?

Speaker speaker_1: It's August 8th, 2011. And I actually have all their socials here.

Speaker speaker_0: Okay. What is, uh, Evan's social?

Speaker speaker_1: It's 620-47-3568.

Speaker speaker_0: And then, uh, Keegan's?

Speaker speaker_1: 822-46-3340.

Speaker speaker_0: Okay. And is there anyone else we need to add?

Speaker speaker_1: Liam?

Speaker speaker_0: Is that... How do you spell their first name?

Speaker speaker_1: It's L-I-A-M, and his birthday is June 23rd, 2013.

Speaker speaker_0: Last name is Yi?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then full social?

Speaker speaker_1: It is 894-90-6912.

Speaker speaker_0: All right, and then anyone else?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay.

Speaker speaker_1: Besides myself.

Speaker speaker_0: All right. So, it will take about one to two weeks for the enrollment to be processed through your payroll department. So, you might not see that first-

Speaker speaker_1: Okay.

Speaker speaker_0: ... deduction come out of your check until two weeks from now. Once you do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the coverage will start the following Monday. And then once the coverage is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... active, your ID cards are made and sent to you within seven to ten business days. The majority of your ID cards-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you are going to get by mail. So, your preventative medical ID card, dental and vision are all gonna-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... be mailed to you. But the non-preventative medical is emailed, so just keep an eye on your email as well.

Speaker speaker_1: Okay. Okay. Um, so once I see it deducted from my paycheck, it would be the following Monday from that is when I would-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... have coverage, correct?

Speaker speaker_0: Yes, the following Monday of your first payroll deduction.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, was there anything else you might need help with?

Speaker speaker_1: Oh, um, let me check with my husband really quick. I might have to change the vision and dental to include him. Can I put you on hold for a second?

Speaker speaker_0: Sure.

Speaker speaker_1: Okay.