

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Uh, hello, this is Jingle. I would wanna, um, enroll for the benefits. Okay. What staffing company do you work with? Uh, ManCan. ManCan, okay. And last four of your Social to locate your file? 9751. And your last name, ma'am? Mitzkovitz. M-I-T-Z-K-O-V-I-T-Z. Thank you. Can you verify your address and date of birth, please? Um, 166 Hanging Rock Trail, Statesville. My date of birth is 08-07-1998. Okay. Uh, Statesville, what state and what ZIP code, ma'am? 28625. And what state is that, ma'am? North Carolina. Thank you. We have a phone number on file of 704-579-7282, is that correct? Yeah. Okay. And did you have an idea of what you wanted to enroll into, ma'am? Um, health insurance. Okay. You have three options for medical insurance. There's the VIP Standard plan, which covers prov-, uh, which covers any sort of doctor's visits and hospital visits, things like, uh, just if you're sick, if you're injured or anything like that. Um, but it does not cover preventative care, so things like physicals, vaccines and cancer screenings are not covered by that. Mm-hmm. Uh, there's VIP Classic, which is the higher level of VIP Standard. Um, it, it covers more towards covered services, but it, it still does not cover, uh, preventative care services. And then there's the Stay Healthy plan, which would cover those preventative care services, but it, by itself, does not cover, um, those doctor's visits or hospital visits for sickness or injury. If you wish to have both types of benefits, you would need to enroll into both bene- uh, both plans. Oh, um, I think I'll do the first one, the Standard one. Okay. And then, was there anything else you wanted to enroll into? Um, do you think I can add, uh, my daughter in there? Uh, yes, you can, you can add your daughter. Uh, we'll go ahead and just look at employee and child then. But still, was there anything else that you wanted to enroll into? No, that's, that's just it. Okay, just the medical. Mm-hmm. For employee and child, that is \$25.24 per week. Do you authorize ManCan to make these deductions? Yeah, I am. Okay. All right, and then let's go ahead and get your daughter added on here. What's her first and last name? Venice Cervo. First name is Venice- Can you spell the last name? The last name is C-I-E-R-V-O. Okay, and, I'm sorry, what, uh, you said the first name was Venice? Venice. V-I, uh, V-E-N-I-C-E. Oh, okay, like the city. Got it. Yeah, yeah. All right. All right, what is her, uh, Social? She doesn't have Social yet. She's just seven years old. Okay. And then what's her date of birth? Um, 12/26/2017. Thank you. All right. So it's gonna take one to two weeks for the enrollment to process. Once processing is complete, you'll start seeing those deductions coming outta your checks. The Monday following the first deduction is when policies become effective, with ID cards arriving about one to two weeks after that effective date. Please be aware that this medical policy is known as a Section 125 policy. Uh, this is an IRS regulation that allows ManCan to make the deduction for the plan pre-tax. Because they allow this, they then require if you select this plan, you have to stay enrolled into it as long as you're temped through ManCan. As such, you are only allowed to

make changes to this plan or cancel this plan during your eligibility windows, such as your first 30 days after your first check as a new hire or open enrollment once a year. Outside of these windows, you are locked into the, uh, the plan that you have selected, um, unless you have a qualifying life event, something like getting married, having another child, or getting an insurance plan from another insurance company. Any questions regarding this? How much is it for the both of us? Again, it is \$25.24- 25. ... per week. Okay. Okay, that's just it. Okay. All right. I- Was there anything else I could help you with? No, that's, that's just it. Thank you so much. Have a good day. You as well. Thanks for calling. Bye now. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_1: Uh, hello, this is Jingle. I would wanna, um, enroll for the benefits.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, ManCan.

Speaker speaker_0: ManCan, okay. And last four of your Social to locate your file?

Speaker speaker_1: 9751.

Speaker speaker_0: And your last name, ma'am?

Speaker speaker_1: Mitzkovitz. M-I-T-Z-K-O-V-I-T-Z.

Speaker speaker_0: Thank you. Can you verify your address and date of birth, please?

Speaker speaker_1: Um, 166 Hanging Rock Trail, Statesville. My date of birth is 08-07-1998.

Speaker speaker_0: Okay. Uh, Statesville, what state and what ZIP code, ma'am?

Speaker speaker_1: 28625.

Speaker speaker_0: And what state is that, ma'am?

Speaker speaker_1: North Carolina.

Speaker speaker_0: Thank you. We have a phone number on file of 704-579-7282, is that correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And did you have an idea of what you wanted to enroll into, ma'am?

Speaker speaker_1: Um, health insurance.

Speaker speaker_0: Okay. You have three options for medical insurance. There's the VIP Standard plan, which covers prov-, uh, which covers any sort of doctor's visits and hospital visits, things like, uh, just if you're sick, if you're injured or anything like that. Um, but it does not cover preventative care, so things like physicals, vaccines and cancer screenings are not covered by that.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, there's VIP Classic, which is the higher level of VIP Standard. Um, it, it covers more towards covered services, but it, it still does not cover, uh, preventative care services. And then there's the Stay Healthy plan, which would cover those preventative care services, but it, by itself, does not cover, um, those doctor's visits or hospital visits for sickness or injury. If you wish to have both types of benefits, you would need to enroll into both bene- uh, both plans.

Speaker speaker_1: Oh, um, I think I'll do the first one, the Standard one.

Speaker speaker_0: Okay. And then, was there anything else you wanted to enroll into?

Speaker speaker_1: Um, do you think I can add, uh, my daughter in there?

Speaker speaker_0: Uh, yes, you can, you can add your daughter. Uh, we'll go ahead and just look at employee and child then. But still, was there anything else that you wanted to enroll into?

Speaker speaker_1: No, that's, that's just it.

Speaker speaker_0: Okay, just the medical.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: For employee and child, that is \$25.24 per week. Do you authorize ManCan to make these deductions?

Speaker speaker_1: Yeah, I am.

Speaker speaker_0: Okay. All right, and then let's go ahead and get your daughter added on here. What's her first and last name?

Speaker speaker_1: Venice Cervo. First name is Venice-

Speaker speaker_0: Can you spell the last name?

Speaker speaker_1: The last name is C-I-E-R-V-O.

Speaker speaker_0: Okay, and, I'm sorry, what, uh, you said the first name was Venice?

Speaker speaker_1: Venice. V-I, uh, V-E-N-I-C-E.

Speaker speaker_0: Oh, okay, like the city. Got it.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: All right. All right, what is her, uh, Social?

Speaker speaker_1: She doesn't have Social yet. She's just seven years old.

Speaker speaker_0: Okay. And then what's her date of birth?

Speaker speaker_1: Um, 12/26/2017.

Speaker speaker_0: Thank you. All right. So it's gonna take one to two weeks for the enrollment to process. Once processing is complete, you'll start seeing those deductions coming outta your checks. The Monday following the first deduction is when policies become effective, with ID cards arriving about one to two weeks after that effective date. Please be aware that this medical policy is known as a Section 125 policy. Uh, this is an IRS regulation that allows ManCan to make the deduction for the plan pre-tax. Because they allow this, they then require if you select this plan, you have to stay enrolled into it as long as you're temped through ManCan. As such, you are only allowed to make changes to this plan or cancel this plan during your eligibility windows, such as your first 30 days after your first check as a new hire or open enrollment once a year. Outside of these windows, you are locked into the, uh, the plan that you have selected, um, unless you have a qualifying life event, something like getting married, having another child, or getting an insurance plan from another insurance company. Any questions regarding this?

Speaker speaker_1: How much is it for the both of us?

Speaker speaker_0: Again, it is \$25.24-

Speaker speaker_1: 25.

Speaker speaker_0: ... per week.

Speaker speaker_1: Okay. Okay, that's just it. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: I-

Speaker speaker_0: Was there anything else I could help you with?

Speaker speaker_1: No, that's, that's just it. Thank you so much. Have a good day.

Speaker speaker_0: You as well. Thanks for calling. Bye now.

Speaker speaker_1: Bye.