

Transcript: Chris Sofield

(deactivated)-4747632331767808-6508357865750528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yeah. Um, my employer gave me your number. I'm trying to add dental insurance to my, uh, ... payroll. Okay. What staffing company do you work with? MAU. And the last four of your Social? 8287. And your first and last name? Brian Roser. Thank you. Can you verify your address and date of birth for me? 12/19/1986, 4R Street, Anderson, South Carolina. Okay. We have a phone on file for you at 664-3795. Is that correct? Yes. Okay. Okay. And you said you wanted to add dental? Yes. Okay. Uh, dental is, uh, \$3.51. So adding that to your current plan brings your total up to \$20.90 per week. Do you authorize MAU to make those deductions? Uh, I do, but, um, uh, is there a better, like, health insurance and dental plan available? There's only a single dental plan available. As far as, uh, medical, you have two options. You can either upgrade your EnsurePlus Basic to the EnsurePlus Enhanced, which will provide a little bit more coverage for things like surgeries and hospitalizations. But otherwise, it's more or less the exact same plan. Or you can replace it with the StayHealthy Enhanced Plan, which, um, just... which adds coverage for preventative care services. So things like physicals, vaccines and cancer screenings. Okay. I'll just keep it the way it is. Okay. All right. Um, but it's still on me. Okay. So, um, \$20.90 per week. Again, do we authorize MAU to make those deductions? Yes. All right. It's going to take about a week or two for the change to process. Once processing is complete, you should start seeing your deductions increase to that \$20.90. The Monday following the first deduction of \$20.90 is when dental will go into effect. You'll receive an ID card for it about a week or two afterwards. Please be aware that dental falls under the same restriction that your medical has, in which you are... it's called Section 125. It is an IRS regulation and in which, uh, basically, you are only allowed to make changes to this plan or cancel this plan during open enrollment. Open enrollment ends on the 31st. After then, you are locked into this plan unless you have a qualifying life event. Something like getting married, having a child or getting an insurance plan from another insurance company. Any questions regarding that? No, that's fine. All right. Was there anything else I can help you with? No, that's it. All right. Thanks again for calling and have a wonderful day. Thank you. You're welcome. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Yeah. Um, my employer gave me your number. I'm trying to add dental insurance to my, uh, ... payroll.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8287.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Brian Roser.

Speaker speaker_1: Thank you. Can you verify your address and date of birth for me?

Speaker speaker_2: 12/19/1986, 4R Street, Anderson, South Carolina.

Speaker speaker_1: Okay. We have a phone on file for you at 664-3795. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay. And you said you wanted to add dental?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, dental is, uh, \$3.51. So adding that to your current plan brings your total up to \$20.90 per week. Do you authorize MAU to make those deductions?

Speaker speaker_2: Uh, I do, but, um, uh, is there a better, like, health insurance and dental plan available?

Speaker speaker_1: There's only a single dental plan available. As far as, uh, medical, you have two options. You can either upgrade your EnsurePlus Basic to the EnsurePlus Enhanced, which will provide a little bit more coverage for things like surgeries and hospitalizations. But otherwise, it's more or less the exact same plan. Or you can replace it with the StayHealthy Enhanced Plan, which, um, just... which adds coverage for preventative care services. So things like physicals, vaccines and cancer screenings.

Speaker speaker_2: Okay. I'll just keep it the way it is.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Um, but it's still on me.

Speaker speaker_1: Okay. So, um, \$20.90 per week. Again, do we authorize MAU to make those deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. It's going to take about a week or two for the change to process. Once processing is complete, you should start seeing your deductions increase to that \$20.90. The Monday following the first deduction of \$20.90 is when dental will go into effect. You'll receive an ID card for it about a week or two afterwards. Please be aware that dental falls under the same restriction that your medical has, in which you are... it's called Section 125. It is an IRS regulation and in which, uh, basically, you are only allowed to make changes to this plan or cancel this plan during open enrollment. Open enrollment ends on the 31st. After then, you are locked into this plan unless you have a qualifying life event. Something like getting married, having a child or getting an insurance plan from another insurance company. Any questions regarding that?

Speaker speaker_2: No, that's fine.

Speaker speaker_1: All right. Was there anything else I can help you with?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Bye now.