

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hey, Chris. My husband and I would like to enroll in, um, health insurance. In the ... Okay. What staffing company do you work with? MAU Workforce- All right. ... Solutions. All right, thank you. And the last four of your Social? 9251. Thank you. Your first and last name? James McCray. All right, Mr. McCray, could you verify your address and date of birth for me please? 107 South Hamilton Street, 9776. And the rest of the address? I need the city, state and ZIP Code as well. Oh. Oh, my bad. Ashley, Alabama 36310. I'm sorry about that. You're fine. Uh, we have a phone number on file of 405-3768. Is that correct? Yes, sir. That is correct. And then, let's see here. All right, so I show it looks like you currently have short-term disability and then vision for you and the family. Uh, were you looking to add anything else at this time? Well, my wife wanted to add something. Is it all right if we...? Um, you're the only one that can authorize any actual changes to your account, um, to your enrollment. She can, like, I can speak with her as far as, like, information but you're the only one allowed to make any changes. Yeah, okay then. Can we add anything to that? Yes, there's a couple of options. You've got the, um, you've got the StayHealthy plan which is preventative care only. Uh, covers things like physicals, vaccines, cancer screenings, um, things like that, but that's kind of all it covers. Um, then there's the InsurePlus plans, um, Basic and Enhanced. These cover more along the lines of, like, your doctor's visits, hospital visits and, uh, services like that. However, they, they do not cover any preventative care services. Um, and then finally there's the StayHealthy Enhanced plan which is kind of a combination plan. It'll do, it'll cover both the preventative as well as the, uh, standard doctor's v-, uh, treatment visits. Um, did you know which one out of those you wanted? I think the last one you said. All right, and is that going to be for you and the family as well? Yes, sir. All right. Um, that is, that, uh, is, is, let's see here. That plan by itself is \$63.45 per week, bringing your total up to \$75.09 per week. Do you author- um, was that the only change you wanted to make? Uh, I have, ask one question. Is that for me and him? Uh, it looks like it's set up for employee and family which is you, h-, uh, which is both of you and then it looks like one child. Okay, well this will be me and him. For the medical? Yes, for the health insurance. Just me and him. Okay. All right, um, let's see here. All right, Mr. McCray is that correct? Yeah. So medical should just be for you and spouse? Yes, sir. That's correct. All right, so instead that is an extra \$44.41 per week which brings it up to \$56.05 per week total between these, these three plans. Um, did you, was there any other changes you wanted to make? No, sir. All right. That is going to be, all right, that 56.05, we authorize MAU to make those deductions? Yes, sir. All right. It's gonna take about one to two weeks for the enrollment to process for the changes. Um, once everything processes, you should start seeing your deductions increase to that 56.05. The Monday following that first deduction is when the policy

will go into effect, and you'll receive an ID card for about a week or two after that effective date, okay? Okay. All right. And then the last thing I need to make sure you're aware of is that medical plan falls under a restriction known as Section 125. This is already applied to your, your vision plan as well. So it's the same restriction. You're only allowed to make changes to this plan during open enrollment. Once open enrollment ends, you're locked into this plan until you, um, until you either stop working at MAU entirely or you have a qualifying life event, something like getting insurance from another insurance company, okay? Okay. I thought we had it. All right. Anything else? We had it. ... that was done. Okay, that's it. All right, well if that's everything, thanks again for calling and have a wonderful day. You too. All right, 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 in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. My husband and I would like to enroll in, um, health insurance.

Speaker speaker_3: In the ...

Speaker speaker_4: Okay. What staffing company do you work with?

Speaker speaker_3: MAU Workforce-

Speaker speaker_4: All right.

Speaker speaker_3: ... Solutions.

Speaker speaker_4: All right, thank you. And the last four of your Social?

Speaker speaker_3: 9251.

Speaker speaker_4: Thank you. Your first and last name?

Speaker speaker_3: James McCray.

Speaker speaker_4: All right, Mr. McCray, could you verify your address and date of birth for me please?

Speaker speaker_3: 107 South Hamilton Street, 9776.

Speaker speaker_4: And the rest of the address? I need the city, state and ZIP Code as well.

Speaker speaker_3: Oh. Oh, my bad. Ashley, Alabama 36310. I'm sorry about that.

Speaker speaker_4: You're fine. Uh, we have a phone number on file of 405-3768. Is that correct?

Speaker speaker_3: Yes, sir. That is correct.

Speaker speaker_4: And then, let's see here. All right, so I show it looks like you currently have short-term disability and then vision for you and the family. Uh, were you looking to add anything else at this time?

Speaker speaker_3: Well, my wife wanted to add something. Is it all right if we...?

Speaker speaker_4: Um, you're the only one that can authorize any actual changes to your account, um, to your enrollment. She can, like, I can speak with her as far as, like, information but you're the only one allowed to make any changes.

Speaker speaker_3: Yeah, okay then. Can we add anything to that?

Speaker speaker_4: Yes, there's a couple of options. You've got the, um, you've got the StayHealthy plan which is preventative care only. Uh, covers things like physicals, vaccines, cancer screenings, um, things like that, but that's kind of all it covers. Um, then there's the InsurePlus plans, um, Basic and Enhanced. These cover more along the lines of, like, your doctor's visits, hospital visits and, uh, services like that. However, they, they do not cover any preventative care services. Um, and then finally there's the StayHealthy Enhanced plan which is kind of a combination plan. It'll do, it'll cover both the preventative as well as the, uh, standard doctor's v-, uh, treatment visits. Um, did you know which one out of those you wanted?

Speaker speaker_3: I think the last one you said.

Speaker speaker_4: All right, and is that going to be for you and the family as well?

Speaker speaker_3: Yes, sir.

Speaker speaker_4: All right. Um, that is, that, uh, is, is, let's see here. That plan by itself is \$63.45 per week, bringing your total up to \$75.09 per week. Do you author- um, was that the only change you wanted to make?

Speaker speaker_2: Uh, I have, ask one question. Is that for me and him?

Speaker speaker_4: Uh, it looks like it's set up for employee and family which is you, h-, uh, which is both of you and then it looks like one child.

Speaker speaker_2: Okay, well this will be me and him.

Speaker speaker_4: For the medical?

Speaker speaker_2: Yes, for the health insurance. Just me and him.

Speaker speaker_4: Okay. All right, um, let's see here. All right, Mr. McCray is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_4: So medical should just be for you and spouse?

Speaker speaker_3: Yes, sir. That's correct.

Speaker speaker_4: All right, so instead that is an extra \$44.41 per week which brings it up to \$56.05 per week total between these, these three plans. Um, did you, was there any other changes you wanted to make?

Speaker speaker_3: No, sir.

Speaker speaker_4: All right. That is going to be, all right, that 56.05, we authorize MAU to make those deductions?

Speaker speaker_3: Yes, sir.

Speaker speaker_4: All right. It's gonna take about one to two weeks for the enrollment to process for the changes. Um, once everything processes, you should start seeing your deductions increase to that 56.05. The Monday following that first deduction is when the policy will go into effect, and you'll receive an ID card for about a week or two after that effective date, okay?

Speaker speaker_3: Okay.

Speaker speaker_4: All right. And then the last thing I need to make sure you're aware of is that medical plan falls under a restriction known as Section 125. This is already applied to your, your vision plan as well. So it's the same restriction. You're only allowed to make changes to this plan during open enrollment. Once open enrollment ends, you're locked into this plan until you, um, until you either stop working at MAU entirely or you have a qualifying life event, something like getting insurance from another insurance company, okay?

Speaker speaker_3: Okay.

Speaker speaker_2: I thought we had it.

Speaker speaker_4: All right. Anything else?

Speaker speaker_2: We had it. ... that was done.

Speaker speaker_3: Okay, that's it.

Speaker speaker_4: All right, well if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_3: You too.

Speaker speaker_4: All right, bye now.