

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? Hi. Um, I wanted to sign up for the medical insurance that was offered. Um... Okay. Uh, what staffing company do you work with? I work for Creative Circle. And the last four of your Social? Um, 9031. Okay. And your first and last name? Michelle Choi, C-H-O-I. Okay, Ms. Choi, could you verify your address and your date of birth for me, please? Yes. So, uh, my address is 2320 Toyon Way in San Bruno, California. And my birthday is June 23rd, 1992. Thank you. We have a phone on file that looks like 408-802-3271. Is that correct? Yep, that's correct. All right. And did you have an idea of what kind of insurance you wanted to enroll into from Creative Circle? Um, it would be the Stay Healthy NEC plan, the preventative medical plan. Okay. Anything else? Um, uh, do I also have to, like, um, add on dental, vision, um, the life bundle as well, or is that, um 2020 82- If... Yeah, if you- I need to pay something else for that? Uh, if you want that, yeah, you would have to add that on. Okay. Yeah, um, can I add, um, the dental, vision, the critical illness, accident, tele-behavioral health, and also the free Rx? Uh, the free Rx is included in the Stay Healthy Tele-Rx. Oh, okay. Okay. That works out then. All right. And then, is this all for just yourself, or are you covering anyone else? No, this is, uh, this will be for myself. Okay. Altogether, this totals up to \$29.50 per week. Mm-hmm. Do you authorize Creative Circle to make those deductions? Yep. All right. It's gonna take about one to two weeks for the enrollment to process. Once processing is complete- Mm-hmm. ... you should start seeing those deductions coming out of your checks one day following. The first deduction is when policy becomes effective. ID cards will typically arrive about one to two weeks after that effective date. Please be aware that the Stay Healthy Tele-Rx plan is known as a Section 125 plan. This is an IRS regulation that allows Creative Circle to make the deductions for the plans pre-tax. However, because they allow that to happen- Mm-hmm. ... they then require that you stay enrolled into that plan, if you select it. As such, as long as you're- Okay. ... in an attempt through Creative Circle, you're not allowed to make any changes to it or even cancel it once your eligibility window is closed. Um, you'd have to wait until open enrollment or have a qualifying life event- Mm-hmm. ... something like getting married or divorced, having or adopting a child- Mm-hmm. ... or gaining or losing coverage from another insurance company to make any changes to that plan. Done. Thank you. No problem. And for reference, your deadline to make any final changes is this Friday. Uh, so if you did- Mm-hmm. ... want to do anything else, you've got between now and next... and this Friday to do so. Um, but other than that- Okay. ... uh, was there anything else I could help you with? Nope, that was it. All right. Thanks again for calling, and have a wonderful day. You too. Goodbye. Mm-hmm. 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: Hi. Um, I wanted to sign up for the medical insurance that was offered. Um...

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: I work for Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Um, 9031.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Michelle Choi, C-H-O-I.

Speaker speaker_1: Okay, Ms. Choi, could you verify your address and your date of birth for me, please?

Speaker speaker_2: Yes. So, uh, my address is 2320 Toyon Way in San Bruno, California. And my birthday is June 23rd, 1992.

Speaker speaker_1: Thank you. We have a phone on file that looks like 408-802-3271. Is that correct?

Speaker speaker_2: Yep, that's correct.

Speaker speaker_1: All right. And did you have an idea of what kind of insurance you wanted to enroll into from Creative Circle?

Speaker speaker_2: Um, it would be the Stay Healthy NEC plan, the preventative medical plan.

Speaker speaker_1: Okay. Anything else?

Speaker speaker_2: Um, uh, do I also have to, like, um, add on dental, vision, um, the life bundle as well, or is that, um 2020 82-

Speaker speaker_1: If... Yeah, if you-

Speaker speaker_2: I need to pay something else for that?

Speaker speaker_1: Uh, if you want that, yeah, you would have to add that on.

Speaker speaker_2: Okay. Yeah, um, can I add, um, the dental, vision, the critical illness, accident, tele-behavioral health, and also the free Rx?

Speaker speaker_1: Uh, the free Rx is included in the Stay Healthy Tele-Rx.

Speaker speaker_2: Oh, okay. Okay. That works out then.

Speaker speaker_1: All right. And then, is this all for just yourself, or are you covering anyone else?

Speaker speaker_2: No, this is, uh, this will be for myself.

Speaker speaker_1: Okay. Altogether, this totals up to \$29.50 per week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Do you authorize Creative Circle to make those deductions?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. It's gonna take about one to two weeks for the enrollment to process. Once processing is complete-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you should start seeing those deductions coming out of your checks one day following. The first deduction is when policy becomes effective. ID cards will typically arrive about one to two weeks after that effective date. Please be aware that the Stay Healthy Tele-Rx plan is known as a Section 125 plan. This is an IRS regulation that allows Creative Circle to make the deductions for the plans pre-tax. However, because they allow that to happen-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... they then require that you stay enrolled into that plan, if you select it. As such, as long as you're-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in an attempt through Creative Circle, you're not allowed to make any changes to it or even cancel it once your eligibility window is closed. Um, you'd have to wait until open enrollment or have a qualifying life event-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... something like getting married or divorced, having or adopting a child-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... or gaining or losing coverage from another insurance company to make any changes to that plan.

Speaker speaker_2: Done. Thank you.

Speaker speaker_1: No problem. And for reference, your deadline to make any final changes is this Friday. Uh, so if you did-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... want to do anything else, you've got between now and next... and this Friday to do so. Um, but other than that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, was there anything else I could help you with?

Speaker speaker_2: Nope, that was it.

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

Speaker speaker_2: You too. Goodbye.

Speaker speaker_1: Mm-hmm. Bye now.