

## 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 on a Card. This is Chris. How can I help you today? Uh, I have a thing with... I had, um, a call from, uh, earlier today. I was at work. I, um, for, um, it was saying that I need to set up a, um, a health claimer, healthcare enrollment thing. Okay. For instance- Uh, okay, I'm sorry, uh, what staffing company are you with? MAU. Michelin. Okay, and the last four of your Social? Um, 3830. I mean, I'm sorry. Wait. I'm not having a brain, um, fart right now. Hold on. Um, yeah, 88... Uh, no, 8380. I'm sorry. All right, and your first and last name? Ma'am, your first- Huh? ... and last name? Oh, um, Jasmine Ford. Thank you. Mm-hmm. Um, Ms. Ford, can you verify your address and your date of birth for me? Address? Uh, 124 Valerie Road. And, um, it's a date of birth? Well, uh, the rest of your address first. I need the city, state and zip as well. If I have them. Oh, oh, sorry. Columbia, South Carolina, 29203. Thank you. And then your date of birth? 01-02-1997. Thank you. I have a phone on file for you, 803-741-8893. Is that correct? Yes, sir. All right, so it looks like... Yeah, we had given you a call, uh, because the enrollment form that you filled out, you selected every medical option available and that's not allowed. Um, you do have, uh, you do have to make choices with that. Um, you had selected the Stay Healthy standalone plan for preventative only, to be combined with Insure Plus, which is for doctor's offices and hospitals and the like. But you selected both levels of Insure Plus. And then you also selected the Stay Healthy Enhanced, which is preventative and regular treatment re- visits, which cannot be selected at the same time as any of the other three. Uh, so we were trying to de- verify which medical policy you wanted to enroll into. Okay. Oh, wow, I don't remember doing that. I'm sorry. Um- You're fine, ma'am. Um, yeah, so which medical policy did you want to enroll into? Which was the, um, medical enrollments again? So, there's the Stay Healthy plan, which is preventative care only, so only good for things like physicals, vaccines and cancer screenings, nothing else. Okay. There's the Insure Plus plan, which will cover doctors, hospitals and prescriptions, but it does not cover any preventative care. And then there's the Stay Healthy Enhanced, which ki- which does kind of both. It covers both the, uh, standard visits as well as the preventative visits. No, the Stay Han- Um, the third one, the Stay Enhanced Advance. Okay, ma'am. We'll go ahead and set that up then. Um, let's see here. One moment. Uh-huh. Let's see the rest of your plans. Okay. All right, so we'll go ahead and set that up. That's, uh, that's a total of \$38.76 per week. Do you authorize MAU to make those deductions? Yes. All right, um, we'll go ahead and start processing that. Um, just be aware that it's gonna take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following first deduction is when policy becomes effective. ID cards will typically arrive one to two weeks after that effective date. Please keep in mind, the medical, dental and vision policies, as noted on the form that you filled out, are known as Section 125 plans. This is an

IRS regulation that allows, uh, MAU to make the deductions for these plans pre-tax. However, because they allow this, you are then required to stay enrolled into these plans if you select them. As such, you're only allowed to make any changes during the first 30 days after your first check of your new hire window or during open enrollment once a year. Outside of those windows, you are locked into these plans. Uh, any questions regarding that? No. All right, was there anything else I can help you with? No, that's it. Thank you. You're very welcome. Thanks for calling and have a wonderful day. You too. 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: Uh, I have a thing with... I had, um, a call from, uh, earlier today. I was at work. I, um, for, um, it was saying that I need to set up a, um, a health claimer, healthcare enrollment thing.

Speaker speaker\_1: Okay.

Speaker speaker\_2: For instance-

Speaker speaker\_1: Uh, okay, I'm sorry, uh, what staffing company are you with?

Speaker speaker\_2: MAU. Michelin.

Speaker speaker\_1: Okay, and the last four of your Social?

Speaker speaker\_2: Um, 3830. I mean, I'm sorry. Wait. I'm not having a brain, um, fart right now. Hold on. Um, yeah, 88... Uh, no, 8380. I'm sorry.

Speaker speaker\_1: All right, and your first and last name? Ma'am, your first-

Speaker speaker\_2: Huh?

Speaker speaker\_1: ... and last name?

Speaker speaker\_2: Oh, um, Jasmine Ford.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, Ms. Ford, can you verify your address and your date of birth for me?

Speaker speaker\_2: Address? Uh, 124 Valerie Road. And, um, it's a date of birth?

Speaker speaker\_1: Well, uh, the rest of your address first. I need the city, state and zip as well. If I have them.

Speaker speaker\_2: Oh, oh, sorry. Columbia, South Carolina, 29203.

Speaker speaker\_1: Thank you. And then your date of birth?

Speaker speaker\_2: 01-02-1997.

Speaker speaker\_1: Thank you. I have a phone on file for you, 803-741-8893. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right, so it looks like... Yeah, we had given you a call, uh, because the enrollment form that you filled out, you selected every medical option available and that's not allowed. Um, you do have, uh, you do have to make choices with that. Um, you had selected the Stay Healthy standalone plan for preventative only, to be combined with Insure Plus, which is for doctor's offices and hospitals and the like. But you selected both levels of Insure Plus. And then you also selected the Stay Healthy Enhanced, which is preventative and regular treatment re- visits, which cannot be selected at the same time as any of the other three. Uh, so we were trying to de- verify which medical policy you wanted to enroll into.

Speaker speaker\_2: Okay. Oh, wow, I don't remember doing that. I'm sorry. Um-

Speaker speaker\_1: You're fine, ma'am. Um, yeah, so which medical policy did you want to enroll into?

Speaker speaker\_2: Which was the, um, medical enrollments again?

Speaker speaker\_1: So, there's the Stay Healthy plan, which is preventative care only, so only good for things like physicals, vaccines and cancer screenings, nothing else.

Speaker speaker\_2: Okay.

Speaker speaker\_1: There's the Insure Plus plan, which will cover doctors, hospitals and prescriptions, but it does not cover any preventative care. And then there's the Stay Healthy Enhanced, which ki- which does kind of both. It covers both the, uh, standard visits as well as the preventative visits.

Speaker speaker\_2: No, the Stay Han- Um, the third one, the Stay Enhanced Advance.

Speaker speaker\_1: Okay, ma'am. We'll go ahead and set that up then. Um, let's see here. One moment.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Let's see the rest of your plans. Okay. All right, so we'll go ahead and set that up. That's, uh, that's a total of \$38.76 per week. Do you authorize MAU to make those deductions?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, um, we'll go ahead and start processing that. Um, just be aware that it's gonna take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday

following first deduction is when policy becomes effective. ID cards will typically arrive one to two weeks after that effective date. Please keep in mind, the medical, dental and vision policies, as noted on the form that you filled out, are known as Section 125 plans. This is an IRS regulation that allows, uh, MAU to make the deductions for these plans pre-tax. However, because they allow this, you are then required to stay enrolled into these plans if you select them. As such, you're only allowed to make any changes during the first 30 days after your first check of your new hire window or during open enrollment once a year. Outside of those windows, you are locked into these plans. Uh, any questions regarding that?

Speaker speaker\_2: No.

Speaker speaker\_1: All right, was there anything else I can help you with?

Speaker speaker\_2: No, that's it. Thank you.

Speaker speaker\_1: You're very welcome. Thanks for calling and have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye now.