

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? Yes, my name is Michael Anthony. I was trying to, uh, call and enroll for health in- health insurance benefit. Okay. What staffing company do you work with? Uh, Par- Partners Personnel. All right, and the last four of your Social? 8032. All right, and then... Let's see here. All right, Mr. Anthony, could you verify your address and your date of birth for me, please? 217 Clifford Avenue, Savannah, Georgia 30467, 11/13/85. Thank you. We have a phone number on file for you at 912-329-1259. Is that correct? Yes, sir. All right. All right. Mr. Anthony, did you have an idea of what kind of insurance you wanted to enroll into from Partners? Uh, I wanted to, uh, get a quote on how much it would be for, um, uh, health insurance, uh, for medical, dental and vision. Okay. So, that's going to depend s- uh, solely on the medical policy you select. There are five policies available. There's the StayHealthy TellRX plan. This plan will cover things like, um, physicals, vaccines and cancer screenings, so really only the preventative care types of services. Um, any sort of, like, standard sickness or injury visits are not covered by this plan. Um, then there's the VIP plan, Standard, Plus and Prime are the three levels of that. Uh, those plans will cover those sickness visits or injury visits, so if you get sick or have something wrong with you and you need to go to the doctor for that, that'll, that'll cover towards that. But it will not cover those preventative care services, so like those physicals and vaccines are not covered by that plan. And then finally, there's the, um, StayHealthy Enhanced plan. This is kind of a combination plan. It'll cover both those preventative care services as well as the, uh, doctor's visits and hospital visits if you're sick or injured or anything like that. Mm-hmm. Uh, uh, h- how much, how much would it be for the, for the, for the, for the Enhanced? Okay. So the StayHealthy Enhanced, is it for just yourself or are you covering anyone else? Um, me and my wife. That plan for you and spouse is \$74.07 per week. If you were to add dental, it's an extra 6.99 a week, and then vision's 4.35 a week, which for those three plans for you and spouse would be a total of \$85.41 coming out of your check every week. Okay. Yeah, I wanna get that. Okay. All right, so just to confirm, we do authorize those deductions of 85.41 per week? Yes, sir. All right. And then, what's your spouse's first and last name? Jenny Anthony. It's Anthony now. It was, uh, Jenny White. Okay. What, uh... You said the first name is Jenny? Yeah. J-E-N-N-Y. Okay, just wanted to make sure- Anthony. ... I heard you correctly. All right. Mm-hmm. Do you by chance have her Social? Uh... Hold on one, one moment. Di, what's her Social? 252- 252- 51- 51939. Okay. And then what's her date of birth? It's, uh, 2/21/1985. Okay. All right. So it's gonna take about one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following us receiving that deduction information is when policies become effective. Uh, ID cards will typically arrive about one to two weeks after that effective date. Please be

aware that these plans are known as Section 125 plans. Um, this is an IRS regulation that allows Partners to make deductions for the plans pre-tax. Because they allow this to happen, they then require that as long as you're a temp through Partners, you have to stay enrolled in these plans if you select them. As such, you're only allowed to make changes during your eligibility window, so your first 30 days after your first check, or open enrollment once a year. Outside of those windows, you are more or less locked into the insurance plan unless you have a qualifying life event, something like getting married, having a child or getting an insurance comp- an insurance policy from another insurance company. Uh, any questions regarding that? No, sir. All right. Well, if that's everything I needed to get you enrolled, was there anything else I could help you with? No, that'll be it. All right. If that's everything, thanks again for calling and have a wonderful day. All right. You too. Thanks. All right. Mm, bye now. Bye.

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: Yes, my name is Michael Anthony. I was trying to, uh, call and enroll for health in- health insurance benefit.

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

Speaker speaker_2: Uh, Par- Partners Personnel.

Speaker speaker_1: All right, and the last four of your Social?

Speaker speaker_2: 8032.

Speaker speaker_1: All right, and then... Let's see here. All right, Mr. Anthony, could you verify your address and your date of birth for me, please?

Speaker speaker_2: 217 Clifford Avenue, Savannah, Georgia 30467, 11/13/85.

Speaker speaker_1: Thank you. We have a phone number on file for you at 912-329-1259. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. All right. Mr. Anthony, did you have an idea of what kind of insurance you wanted to enroll into from Partners?

Speaker speaker_2: Uh, I wanted to, uh, get a quote on how much it would be for, um, uh, health insurance, uh, for medical, dental and vision.

Speaker speaker_1: Okay. So, that's going to depend s- uh, solely on the medical policy you select. There are five policies available. There's the StayHealthy TellRX plan. This plan will

cover things like, um, physicals, vaccines and cancer screenings, so really only the preventative care types of services. Um, any sort of, like, standard sickness or injury visits are not covered by this plan. Um, then there's the VIP plan, Standard, Plus and Prime are the three levels of that. Uh, those plans will cover those sickness visits or injury visits, so if you get sick or have something wrong with you and you need to go to the doctor for that, that'll, that'll cover towards that. But it will not cover those preventative care services, so like those physicals and vaccines are not covered by that plan. And then finally, there's the, um, StayHealthy Enhanced plan. This is kind of a combination plan. It'll cover both those preventative care services as well as the, uh, doctor's visits and hospital visits if you're sick or injured or anything like that.

Speaker speaker_2: Mm-hmm. Uh, uh, h- how much, how much would it be for the, for the, for the, for the Enhanced?

Speaker speaker_1: Okay. So the StayHealthy Enhanced, is it for just yourself or are you covering anyone else?

Speaker speaker_2: Um, me and my wife.

Speaker speaker_1: That plan for you and spouse is \$74.07 per week. If you were to add dental, it's an extra 6.99 a week, and then vision's 4.35 a week, which for those three plans for you and spouse would be a total of \$85.41 coming out of your check every week.

Speaker speaker_2: Okay. Yeah, I wanna get that.

Speaker speaker_1: Okay. All right, so just to confirm, we do authorize those deductions of 85.41 per week?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. And then, what's your spouse's first and last name?

Speaker speaker_2: Jenny Anthony. It's Anthony now. It was, uh, Jenny White.

Speaker speaker_1: Okay. What, uh... You said the first name is Jenny?

Speaker speaker_2: Yeah. J-E-N-N-Y.

Speaker speaker_1: Okay, just wanted to make sure-

Speaker speaker_2: Anthony.

Speaker speaker_1: ... I heard you correctly. All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Do you by chance have her Social?

Speaker speaker_2: Uh... Hold on one, one moment. Di, what's her Social?

Speaker speaker_3: 252-

Speaker speaker_2: 252-

Speaker speaker_4: 51-

Speaker speaker_2: 51939.

Speaker speaker_1: Okay. And then what's her date of birth?

Speaker speaker_2: It's, uh, 2/21/1985.

Speaker speaker_1: Okay. All right. So it's gonna take about one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday following us receiving that deduction information is when policies become effective. Uh, ID cards will typically arrive about one to two weeks after that effective date. Please be aware that these plans are known as Section 125 plans. Um, this is an IRS regulation that allows Partners to make deductions for the plans pre-tax. Because they allow this to happen, they then require that as long as you're a temp through Partners, you have to stay enrolled in these plans if you select them. As such, you're only allowed to make changes during your eligibility window, so your first 30 days after your first check, or open enrollment once a year. Outside of those windows, you are more or less locked into the insurance plan unless you have a qualifying life event, something like getting married, having a child or getting an insurance comp- an insurance policy from another insurance company. Uh, any questions regarding that?

Speaker speaker_2: No, sir.

Speaker speaker_1: All right. Well, if that's everything I needed to get you enrolled, was there anything else I could help you with?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: All right. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: All right. You too. Thanks.

Speaker speaker_1: All right. Mm, bye now.

Speaker speaker_2: Bye.