

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... card. This is Chris. How can I help you today? I, um, I wanted to enroll in the benefits. Okay. What staffing company do you work with? Uh, Therma. I'm sorry? Uh, Therma. Therma? You've heard of this company, right? What staffing company? Oh, I'm sorry. Um, Partners Personal. Thank you. And last four of your Social? Uh, 0597. And your first and last name? It's, uh, Efren Cuellar. Thank you. Can you verify your address and your date of birth for me, please? It's, uh, 668 North Kern Avenue, Farmersville, California. Okay, and your date of birth? Um, 02/11/1990. Thank you. I have a phone on file of 679-8879. Is that correct? Uh, correct. All right. And did you have an idea of what kind of insurance you wanted to enroll into? Um, well, just the dental, vision, and, what is it, the VIP Prime. Uh, VIP Prime Dental and Vision. Okay. Uh, is this for just yourself? And then a- Sorry, go ahead. Oh, I'm sorry. Um, also the... I think it's called the Rx, the Rx something. Uh, the Free Rx? Yeah, I believe it was that. Or the, or the Stay Healthy TeleRx? Um, that's, yeah. What's the difference? Uh, one is just pharmacy coverage, it's just medications. The other is that same medication coverage, but also preventative care services like physicals, vaccines and cancer screenings. Okay. Yeah, just the regular, the prescription one. Okay. All right, and is this just for yourself, or are you covering anyone else? No, just for myself. Okay. All right, so this totals out to \$55.05 per week. Do you authorize Partners to make these deductions? Uh, yes. Okay. One moment. All right. It's going to take about one to two weeks for the enrollment process. Once processing is complete, you should start seeing those deductions coming out of your check. Um, the Monday following us receiving that deduction information is when policies become effective. ID cards will typically arrive about one to two weeks after that effective date. Okay. Please be aware that your medical, dental and vision plans are all known as Section 125 plans. This is an IRS regulation that allows Partners to make the deductions for these plans pre-tax. However, because they allow this to happen, they then require that if you select these plans, you have to stay enrolled in them as long as you're a... as long as you're a temp through Partners. Okay. Um, and since you're only allowed to make changes to this plan during your eligibility window, either your new hire window or open enrollment once a year in October, um, outside of those windows, you are locked into these plans. Um, and as such, you're only allowed t-... uh, you're not able to make any further changes or even cancel them at that time. I see. The only exception to this is if you have a qualifying life event, something like getting married or divorced, having or adopting a child, gaining or losing coverage from another insurance company. Uh, any questions regarding that? Uh, no. All right. Uh, was there anything else I could help you with? Uh, that was it. All right. Thanks again for calling and have a wonderful day. Yeah, don't worry about it. Thank you. You, too. Bye-bye. You're welcome. Bye now.

Conversation Format

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

Speaker speaker_1: ... card. This is Chris. How can I help you today?

Speaker speaker_2: I, um, I wanted to enroll in the benefits.

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

Speaker speaker_2: Uh, Therma.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Uh, Therma.

Speaker speaker_1: Therma?

Speaker speaker_2: You've heard of this company, right?

Speaker speaker_1: What staffing company?

Speaker speaker_2: Oh, I'm sorry. Um, Partners Personal.

Speaker speaker_1: Thank you. And last four of your Social?

Speaker speaker_2: Uh, 0597.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's, uh, Efren Cuellar.

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

Speaker speaker_2: It's, uh, 668 North Kern Avenue, Farmersville, California.

Speaker speaker_1: Okay, and your date of birth?

Speaker speaker_2: Um, 02/11/1990.

Speaker speaker_1: Thank you. I have a phone on file of 679-8879. Is that correct?

Speaker speaker_2: Uh, correct.

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

Speaker speaker_2: Um, well, just the dental, vision, and, what is it, the VIP Prime.

Speaker speaker_1: Uh, VIP Prime Dental and Vision. Okay. Uh, is this for just yourself?

Speaker speaker_2: And then a-

Speaker speaker_1: Sorry, go ahead.

Speaker speaker_2: Oh, I'm sorry. Um, also the... I think it's called the Rx, the Rx something.

Speaker speaker_1: Uh, the Free Rx?

Speaker speaker_2: Yeah, I believe it was that.

Speaker speaker_1: Or the, or the Stay Healthy TeleRx?

Speaker speaker_2: Um, that's, yeah. What's the difference?

Speaker speaker_1: Uh, one is just pharmacy coverage, it's just medications. The other is that same medication coverage, but also preventative care services like physicals, vaccines and cancer screenings.

Speaker speaker_2: Okay. Yeah, just the regular, the prescription one.

Speaker speaker_1: Okay. All right, and is this just for yourself, or are you covering anyone else?

Speaker speaker_2: No, just for myself.

Speaker speaker_1: Okay. All right, so this totals out to \$55.05 per week. Do you authorize Partners to make these deductions?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. One moment. All right. It's going to take about one to two weeks for the enrollment process. Once processing is complete, you should start seeing those deductions coming out of your check. Um, the Monday following us receiving that deduction information is when policies become effective. ID cards will typically arrive about one to two weeks after that effective date.

Speaker speaker_2: Okay.

Speaker speaker_1: Please be aware that your medical, dental and vision plans are all known as Section 125 plans. This is an IRS regulation that allows Partners to make the deductions for these plans pre-tax. However, because they allow this to happen, they then require that if you select these plans, you have to stay enrolled in them as long as you're a... as long as you're a temp through Partners.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and since you're only allowed to make changes to this plan during your eligibility window, either your new hire window or open enrollment once a year in October, um, outside of those windows, you are locked into these plans. Um, and as such, you're only allowed t... uh, you're not able to make any further changes or even cancel them at that time.

Speaker speaker_2: I see.

Speaker speaker_1: The only exception to this is if you have a qualifying life event, something like getting married or divorced, having or adopting a child, gaining or losing coverage from another insurance company. Uh, any questions regarding that?

Speaker speaker_2: Uh, no.

Speaker speaker_1: All right. Uh, was there anything else I could help you with?

Speaker speaker_2: Uh, that was it.

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

Speaker speaker_2: Yeah, don't worry about it. Thank you. You, too. Bye-bye.

Speaker speaker_1: You're welcome. Bye now.