

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 and a Card. This is Chris. How can I help you today? Hey, I'm calling just to, um, add dental to my, um, plan. Okay. What staffing company do you work with? Um, MAU. All right, and the last four of your Social? 8748. Thank you. Your first and last name? Summer Williams. All right, Ms. Williams, could you verify your address and date of birth, please? Um, 304 Vicksburg Drive, Steveland, South Carolina 29673, um, 6/9/2001. Thank you. We have a phone number on file for you at 501-7628. Yes. All right. And then you said you wanted to enroll into dental coverage? Yes. All right. Is this going to be for just yourself, or are you covering anyone else? Just me. All right. Um, so that's going to be \$3.51 per week. Do you authorize MAU to make those deductions? I do. All right. 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. The Monday following the first deduction is when the policy becomes effective. ID card should arrive about a week after that effective date. Please be aware that this is... uh, this plan is known as a Section 125 plan. This is an IRS regulation that allows MAU to make the deduction for the dental plan pre-tax. Because they allow this to happen, they then require that you stay enrolled into this plan as long as you're temp through MAU. As such, you're only allowed to make any changes during open enrollment, um, or you can cancel it during open enrollment. Once, uh... if... once open enrollment ends, you are locked into this plan unless you either experience a qualifying life event such as getting married, getting divorced, having a child, or getting an insurance comp- uh, insurance policy from another insurance company. Um, but outside of those kinds of events and outside of open enrollment, yeah, unfortunately you would be locked into this plan. Any questions regarding that? So that means, um, it would auto-enroll every time, correct? Okay, good. So I guess it's my turn. So are you talking about, like, every, every year, every renewal? Yeah. Yeah, if, uh... i- if you, like... if you're still with MAU next year, um, around this time when open enrollment starts back up again, um, if you don't want to make any changes, then yeah, you just do nothing and it'll automatically roll over to the next year. Okay, that's fine. Um, could you tell me how much is the vision as well? Uh, vision is \$2.15. If you wanted to add that, it'd be a total of 5.66 a week. Okay. I don't think I need vision. Is this... um, do you know if you guys are gonna do open enrollment the same time this time next year? Um, open enrollment is typically towards the s- uh, latter half of December every year. Yes. Yes, ma'am. Okay, that's all then. All right then. So anything else? That's it. All right. If that's everything, thanks again for calling and have a wonderful day. Um, do I get a email or do I just wait? Um, as far as, like, what? Alerting you that your coverage is active or... Yeah, and my, um, my dental card. So the ID card, again, will arrive one to two weeks after the policy's effective date. As far as any sort of alerts when it's active, there really wouldn't be anything. You would just

have to keep an eye on your pay stubs. Okay. And you said it was \$3? \$3.51 per week. Okay. Thank you. You're welcome. Anything else? That's it. All right. If that's everything, thanks again for calling and have a wonderful day. You too. Bye. 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 and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, I'm calling just to, um, add dental to my, um, plan.

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

Speaker speaker_2: Um, MAU.

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

Speaker speaker_2: 8748.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Summer Williams.

Speaker speaker_1: All right, Ms. Williams, could you verify your address and date of birth, please?

Speaker speaker_2: Um, 304 Vicksburg Drive, Steveland, South Carolina 29673, um, 6/9/2001.

Speaker speaker_1: Thank you. We have a phone number on file for you at 501-7628.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And then you said you wanted to enroll into dental coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Is this going to be for just yourself, or are you covering anyone else?

Speaker speaker_2: Just me.

Speaker speaker_1: All right. Um, so that's going to be \$3.51 per week. Do you authorize MAU to make those deductions?

Speaker speaker_2: I do.

Speaker speaker_1: All right. 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. The Monday following the first deduction is when the policy becomes

effective. ID card should arrive about a week after that effective date. Please be aware that this is... uh, this plan is known as a Section 125 plan. This is an IRS regulation that allows MAU to make the deduction for the dental plan pre-tax. Because they allow this to happen, they then require that you stay enrolled into this plan as long as you're temp through MAU. As such, you're only allowed to make any changes during open enrollment, um, or you can cancel it during open enrollment. Once, uh... if... once open enrollment ends, you are locked into this plan unless you either experience a qualifying life event such as getting married, getting divorced, having a child, or getting an insurance comp- uh, insurance policy from another insurance company. Um, but outside of those kinds of events and outside of open enrollment, yeah, unfortunately you would be locked into this plan. Any questions regarding that?

Speaker speaker_2: So that means, um, it would auto-enroll every time, correct?

Speaker speaker_1: Okay, good. So I guess it's my turn. So are you talking about, like, every, every year, every renewal?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah, if, uh... i- if you, like... if you're still with MAU next year, um, around this time when open enrollment starts back up again, um, if you don't want to make any changes, then yeah, you just do nothing and it'll automatically roll over to the next year.

Speaker speaker_2: Okay, that's fine. Um, could you tell me how much is the vision as well?

Speaker speaker_1: Uh, vision is \$2.15. If you wanted to add that, it'd be a total of 5.66 a week.

Speaker speaker_2: Okay. I don't think I need vision. Is this... um, do you know if you guys are gonna do open enrollment the same time this time next year?

Speaker speaker_1: Um, open enrollment is typically towards the s- uh, latter half of December every year. Yes. Yes, ma'am.

Speaker speaker_2: Okay, that's all then.

Speaker speaker_1: All right then. So anything else?

Speaker speaker_2: That's it.

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

Speaker speaker_2: Um, do I get a email or do I just wait?

Speaker speaker_1: Um, as far as, like, what? Alerting you that your coverage is active or...

Speaker speaker_2: Yeah, and my, um, my dental card.

Speaker speaker_1: So the ID card, again, will arrive one to two weeks after the policy's effective date. As far as any sort of alerts when it's active, there really wouldn't be anything. You would just have to keep an eye on your pay stubs.

Speaker speaker_2: Okay. And you said it was \$3?

Speaker speaker_1: \$3.51 per week.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: That's it.

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