

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? Hi, um, I was returning a phone call for Tr- Fra- Francesca who just called me, but I'm sure you can probably help as well. Um, yeah, was there any sort of... Like, did she leave a voice message or anything about what the call was about? Yeah, she did. It was, um, I was trying to enroll in the Stay Healthy MEC TeleRx, um, benefit and I, I d- I wasn't sure, we weren't sure if I had enough time left and so I think today or tomorrow is my last day to enroll. So she just wanted to make sure I did that. Okay. Uh, what... Let me go ahead and pull your file up then. What staffing company do you work with? Creative Circle. And the last four of your Social? 7605. Thank you. Your first and last name? Christy Penzone. All right, Ms. Penzone, could you verify your address and your date of birth for me, please? 625 East Monroe Avenue, Apartment 551, Alexandria, Virginia, 22301 050980. Thank you. Phone number we have is 202-271-5511, is that correct? Yes. All right, one moment. Okay. All right, so yeah, we can go ahead and get that, uh, get that Stay Healthy TeleRx plan added on. That brings your total weekly- Mm-hmm. ... deductions up to \$47.86 per week. Do you authorize Creative Circle to make those deductions? Yes. All right. One moment. All right. It's gonna take about one to two weeks for this change to process. Once everything processes, you should start seeing your deductions increase. Um, the Monday following the first, uh, the str- sorry, the Monday following the first increased deduction of 47.86 is when the Stay Healthy TeleRx plan will have gone into effect. Uh, you should receive an ID card for that plan about a week or two, about, yeah, t- uh, one to two weeks after it goes into effect. Please be aware that the Stay Healthy plan is a Section 125 plan. Uh, this is an IRS regulation that allows Creative Circle to make the deductions for this plan, uh, pre-tax. Because they allow this to happen, they then require that you stay enrolled into this plan should you select it. As such, you're only allowed to make changes to this plan, uh, during your eligibility window or open enrollment once a year. Outside of those windows, you are locked into this plan. Um, you, uh, if you wished to make any changes or cancel outside of those windows, you'd have to have another qualifying life event, something like getting insur- getting this kind of insurance from another insurance company or something along that line. Uh-huh. Um, let's see here. And then just- Okay. ... so you are aware, from what I can see, it looks like your deadline, uh, is... It is technically the 30th. However, since we are closed the 28th through the 30th, it's more... it's realistically tomorrow. Okay. All right, then. All right. Um, but yeah, we've got that set up for you. Was there anything else we could help with? Um, is there, like, a... Can you send me a document that includes everything that's covered within that or something? Um, the only thing we'd be able to send is a copy of the Creative Circle Benefits Guide, which goes over everything that Creative Circle offers. It wouldn't, it wouldn't go into detail specifically on the Stay Healthy plan. If you've, um... I'm not

sure if a document like that arrives with your ID card or not, but I do know that once, like, once everything goes into effect, um, or maybe even before, you can get in contact with the actual insurance company, 90 Degree Benefits, and they may be able to provide that kind of information for you. Oh, okay. Cool. All right. Um, anything else? No, that's it. All right, well, if that's everything, thanks again for calling and have a wonderful day. Okay. Thanks. 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: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, um, I was returning a phone call for Tr- Fra- Francesca who just called me, but I'm sure you can probably help as well.

Speaker speaker_1: Um, yeah, was there any sort of... Like, did she leave a voice message or anything about what the call was about?

Speaker speaker_2: Yeah, she did. It was, um, I was trying to enroll in the Stay Healthy MEC TeleRx, um, benefit and I, I d- I wasn't sure, we weren't sure if I had enough time left and so I think today or tomorrow is my last day to enroll. So she just wanted to make sure I did that.

Speaker speaker_1: Okay. Uh, what... Let me go ahead and pull your file up then. What staffing company do you work with?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7605.

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

Speaker speaker_2: Christy Penzone.

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

Speaker speaker_2: 625 East Monroe Avenue, Apartment 551, Alexandria, Virginia, 22301 050980.

Speaker speaker_1: Thank you. Phone number we have is 202-271-5511, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, one moment. Okay. All right, so yeah, we can go ahead and get that, uh, get that Stay Healthy TeleRx plan added on. That brings your total weekly-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... deductions up to \$47.86 per week. Do you authorize Creative Circle to make those deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. One moment. All right. It's gonna take about one to two weeks for this change to process. Once everything processes, you should start seeing your deductions increase. Um, the Monday following the first, uh, the str- sorry, the Monday following the first increased deduction of 47.86 is when the Stay Healthy TeleRx plan will have gone into effect. Uh, you should receive an ID card for that plan about a week or two, about, yeah, t- uh, one to two weeks after it goes into effect. Please be aware that the Stay Healthy plan is a Section 125 plan. Uh, this is an IRS regulation that allows Creative Circle to make the deductions for this plan, uh, pre-tax. Because they allow this to happen, they then require that you stay enrolled into this plan should you select it. As such, you're only allowed to make changes to this plan, uh, during your eligibility window or open enrollment once a year. Outside of those windows, you are locked into this plan. Um, you, uh, if you wished to make any changes or cancel outside of those windows, you'd have to have another qualifying life event, something like getting insur- getting this kind of insurance from another insurance company or something along that line.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, let's see here. And then just-

Speaker speaker_2: Okay.

Speaker speaker_1: ... so you are aware, from what I can see, it looks like your deadline, uh, is... It is technically the 30th. However, since we are closed the 28th through the 30th, it's more... it's realistically tomorrow.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, then.

Speaker speaker_2: All right.

Speaker speaker_1: Um, but yeah, we've got that set up for you. Was there anything else we could help with?

Speaker speaker_2: Um, is there, like, a... Can you send me a document that includes everything that's covered within that or something?

Speaker speaker_1: Um, the only thing we'd be able to send is a copy of the Creative Circle Benefits Guide, which goes over everything that Creative Circle offers. It wouldn't, it wouldn't go into detail specifically on the Stay Healthy plan. If you've, um... I'm not sure if a document like that arrives with your ID card or not, but I do know that once, like, once everything goes into effect, um, or maybe even before, you can get in contact with the actual insurance company, 90 Degree Benefits, and they may be able to provide that kind of information for you.

Speaker speaker_2: Oh, okay. Cool.

Speaker speaker_1: All right. Um, anything else?

Speaker speaker_2: No, that's it.

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

Speaker speaker_2: Okay. Thanks. Bye.

Speaker speaker_1: You're welcome. Bye now.