

## Transcript: Chris Sofield

(deactivated)-6514593723629568-5807282814238720

### Full Transcript

Your call may be monitored or recorded for quality assurance- Hi, there. ... purposes. Hi, good afternoon. Can I speak with Kaylin Neal? Yes, this is she. Hi, Ms. Neal. My name is Chris. I'm with Benefitsncard returning a voicemail that you left with us about maybe an hour ago. Yes. All right. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I understand that you wish to enroll into insurance benefits. Yes. All right. Awesome. Uh, Ms. Neal, could you just confirm real quick, uh, what staffing company do you work with? Partners. Partners Personal. Okay, thank you. And then to, uh, locate your file, could you verify the last four of your Social? Yeah. 612. Thank you. All right. And then did you have an idea of what kind of insurance you wanted to enroll into? Um... oh, sorry. Um, dental and medical. Dental and medical. Got it. Now as far as medical, you've got a couple of options. Mm-hmm. You have the pre- uh, StayHealthy Preventative Care Plan. This plan covers things like physicals, vaccines, cancer screenings, um, services like that. Uh, but that's kind of all it covers. It doesn't cover any sort of treatment visits for like if you're sick or injured and you need to go to the doctor or hospital for that. Unfortunately, it wouldn't really touch that. Uh, then there's the VIP plans, Standard, Plus, and Prime. These are all three levels of the same plan. Uh, these plans will cover those doctor's visits and hospital visits if you are sick or if you're injured or anything like that, um, but they will not cover those preventative care services. Uh, and then finally, the- there's the StayHealthy Enhanced Plan which is kind of a combination plan. It'll cover those preventative services as well as those treatment, "Hey, something's wrong," ki- ki- kind of visits. Um... okay. I will probably do the last one. Got it. And then is it for just yourself or are you covering anyone else? Just me. All right. So that medical plan is \$43.76 per week, and then dental is \$3.63 per week, but was there anything else you wanted to enroll into or just these two? Just those two. All right, this totals to \$47.39 per week. Do you authorize Partners to make these deductions? Yeah. All right. It'll take about a week or two for everything to fully process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following us receiving that first deduction information is when the policy becomes effective. ID cards will typically arrive about a week or two after that effective date. Please be aware that these plans are known as Section 125 plans. This is an IRS regulation that allows Partners to make the deductions for the plan 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 windows, either new hire or company open enrollment once a year, um, or with a qualifying life event, something like getting married, having a child, or getting an insurance company or insurance policy from another insurance company. Any questions regarding that? Uh, no, sir. All right. That's everything I needed to be able to get your, uh, enrollment set up. Was there anything else I

could help you with? No. Thank you. No problem. Thanks again for calling and have a wonderful day. Thank you so much. You're welcome. Bye now.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance-

Speaker speaker\_1: Hi, there.

Speaker speaker\_0: ... purposes.

Speaker speaker\_1: Hi, good afternoon. Can I speak with Kaylin Neal?

Speaker speaker\_2: Yes, this is she.

Speaker speaker\_1: Hi, Ms. Neal. My name is Chris. I'm with Benefitsncard returning a voicemail that you left with us about maybe an hour ago.

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I understand that you wish to enroll into insurance benefits.

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Awesome. Uh, Ms. Neal, could you just confirm real quick, uh, what staffing company do you work with?

Speaker speaker\_2: Partners. Partners Personal.

Speaker speaker\_1: Okay, thank you. And then to, uh, locate your file, could you verify the last four of your Social?

Speaker speaker\_2: Yeah. 612.

Speaker speaker\_1: Thank you. All right. And then did you have an idea of what kind of insurance you wanted to enroll into?

Speaker speaker\_2: Um... oh, sorry. Um, dental and medical.

Speaker speaker\_1: Dental and medical. Got it. Now as far as medical, you've got a couple of options.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: You have the pre- uh, StayHealthy Preventative Care Plan. This plan covers things like physicals, vaccines, cancer screenings, um, services like that. Uh, but that's kind of all it covers. It doesn't cover any sort of treatment visits for like if you're sick or injured and you need to go to the doctor or hospital for that. Unfortunately, it wouldn't really touch that. Uh, then there's the VIP plans, Standard, Plus, and Prime. These are all three levels of the same plan. Uh, these plans will cover those doctor's visits and hospital visits if you are

sick or if you're injured or anything like that, um, but they will not cover those preventative care services. Uh, and then finally, the- there's the StayHealthy Enhanced Plan which is kind of a combination plan. It'll cover those preventative services as well as those treatment, "Hey, something's wrong," ki- ki- kind of visits.

Speaker speaker\_2: Um... okay. I will probably do the last one.

Speaker speaker\_1: Got it. And then is it for just yourself or are you covering anyone else?

Speaker speaker\_2: Just me.

Speaker speaker\_1: All right. So that medical plan is \$43.76 per week, and then dental is \$3.63 per week, but was there anything else you wanted to enroll into or just these two?

Speaker speaker\_2: Just those two.

Speaker speaker\_1: All right, this totals to \$47.39 per week. Do you authorize Partners to make these deductions?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. It'll take about a week or two for everything to fully process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following us receiving that first deduction information is when the policy becomes effective. ID cards will typically arrive about a week or two after that effective date. Please be aware that these plans are known as Section 125 plans. This is an IRS regulation that allows Partners to make the deductions for the plan 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 windows, either new hire or company open enrollment once a year, um, or with a qualifying life event, something like getting married, having a child, or getting an insurance company or insurance policy from another insurance company. Any questions regarding that?

Speaker speaker\_2: Uh, no, sir.

Speaker speaker\_1: All right. That's everything I needed to be able to get your, uh, enrollment set up. Was there anything else I could help you with?

Speaker speaker\_2: No. Thank you.

Speaker speaker\_1: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: You're welcome. Bye now.