

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Cards. My name is Stephanie. How can I assist you? Um, yes, I keep getting by open enrollment. Okay. Um, are you currently working with a staffing agency? Yes, MAU. You started working with them? Gotcha. Um, so you're currently within your personal open enrollment period, meaning you have 30 days from the day that you receive your raised first check to enroll into any healthcare benefits that they offer to their members. They only offer healthcare benefits like dental, vision, short-term, term life. Um, it's totally optional if you wanna enroll, but if you do, there is weekly deductions to those plans and you will be receiving week- like, reminders letting you know that you're within your personal open enrollment period, which makes you eligible to enroll into any healthcare benefits that MAU has to offer. But it's not mandatory. So what- Completely optional. Yeah. I'm already, you know, enrolled in it, you know what I'm saying? I w- I could just... There won't be any touching and it just stay the same though, right? Yeah. So, it will make sure- Or I have... Or I, or I have to, or I have to go in there and, and do some- No, sir. ... changes with it? No, it, it rolls over, but if you want, I can go into your account and verify what you have as your benefits. Yeah, I would like for you to do that. Okay. And then what are the last four of your social? 3158. And your first and last name, please? Kevin Morton. For security purposes, I would need you to verify your full address and your date of birth. Um, 214 Alabama Avenue, 1214, 1976 birthday. Okay. And then 864-538-9207 is your phone number? Yes, ma'am. Okay. LRoy007@embarqmail.com? Yes, ma'am. Okay. Could I change that to, um... Could I change that to a Yahoo? 'Cause I'm- Yeah. I don't know that inbox, um, email thing. It been acting up. I don't know what it is. It still works, but I don't think- Okay. ... they get all my emails through there. Can you do a... Hold on, let's see my email. So, you actually... Give me one second. So, you actually don't have any active coverage with them, but, but you are within their company open enrollment period, which ends on the 31st. So, if you do wanna enroll, your last day to enroll would be January the 31st. But right now you don't have an act- You talking about me? Yes, sir. You don't have active coverage. Yeah. So this is, this is insurance and stuff, right? Yeah, through the, your agency, though. Through your staffing agency. Yeah. I mean, I have it though. I have dental, health and all this through my work, through my job, MAU. They taking out my check every week. So, I'm not seeing any plans active. Let me see when was the last time. It looks like in the year... Give me one second. The last time you had active coverage was in 2020. That's right. I been him- I've been back here like two years and they been taking, um... And I don't see any deductions either 'cause it's... Yeah, there's no deductions that have been done, but you do qualify to enroll because right now, they're within company open enrollment as a company. But you don't have active coverage nor do I see deductions. The last deductions are from 2019. So, 01/05 of 2020. All right, I'm finna look at... I'm finna look at my check right

now and we'll... I'm gonna tell y'all. But you do qualify to enroll. John, will you get Tom up here to see about pulling my feet for yesterday in the bank? 12 o'clock, baby. I'm pulling. Okay, I'm gonna, um, view my papers up. Okay, I'm getting a... Uh, Medicare, they taking out \$46.86. So, Medicare is, um, from the government. This is... Oh. This should be by part of your staffing agency. That's like the government healthcare. The Medicare. So... So it's not through us. That's part of the government's. But I have like... They got medical and I got medical. I got medical 1.25, they're taking 46.86 out. Yeah, that's not us. Then I got the Medicare is \$14.16. Eye medical vision, \$1.44. Critical, \$1.65. Yeah, that, that's not us, because that's not even the prices that, um, they offer. So yeah, that's not us. Those prices that you're giving me are not e- not even the same ones that I'm seeing that they have for their, um... So this, what you talking about- ... program. How can, h- how could I go online and do about it? 'Cause I'm sitting at home with my, my wife tonight and we gonna look over it. So- So I can just go on there? So I can give you the website if you are interested in enrolling, and, um, you could always call this number as well. Okay. We're open from 8:00 AM up until 8:00 PM. All right. Or I can also send you the website. Send me the website. Mm-hmm. Yeah, could you email that to me, to the email address there? Uh, I want to tell you my email address too. So I can actually provide it to you. You, you said you're with, um, MAU. Give me one second. MAU... So it's just gonna be www.mibiac.com/mau. Hold on there, I'm writing it down right quick just in case. Uh... Give it to me again. So it's gonna be www.mybiac.com/mau. So www.mybiac.com/mau. Or you can always call us as well and we can do the enrollment over the phone. We're open from 8:00 AM up until 8:00 PM Eastern Time and you're- All right. ... in South Carolina. We're in South Carolina as well. All right. I'll do that and see what I come up with. And then the last day- I'll give you a call. Mm-hmm. The last day that you would- Notice. ... need to enroll would be the 31st of January. Okay? If you miss this period, you're gonna have to wait till next December. Okay. So right now you're showing that I'm not getting no kind medical stuff taken out my insurance? Not for... Correct, not through, um, your staffing agency. Okay. Right now you don't have no active coverage, but they are within company open enrollment. That's why you received those text messages, 'cause they've been in company open enrollment since December 23rd. Okay then. All right, I'ma get with my supervisor and go over this again. I want to see what's going on. Okay. All right. All right. Yeah. Have a nice day. Yeah.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Cards. My name is Stephanie. How can I assist you?

Speaker speaker_2: Um, yes, I keep getting by open enrollment.

Speaker speaker_1: Okay. Um, are you currently working with a staffing agency?

Speaker speaker_2: Yes, MAU.

Speaker speaker_1: You started working with them? Gotcha. Um, so you're currently within your personal open enrollment period, meaning you have 30 days from the day that you receive your raised first check to enroll into any healthcare benefits that they offer to their members. They only offer healthcare benefits like dental, vision, short-term, term life. Um, it's totally optional if you wanna enroll, but if you do, there is weekly deductions to those plans and you will be receiving week- like, reminders letting you know that you're within your personal open enrollment period, which makes you eligible to enroll into any healthcare benefits that MAU has to offer. But it's not mandatory.

Speaker speaker_2: So what-

Speaker speaker_1: Completely optional.

Speaker speaker_2: Yeah. I'm already, you know, enrolled in it, you know what I'm saying? I w- I could just... There won't be any touching and it just stay the same though, right?

Speaker speaker_1: Yeah. So, it will make sure-

Speaker speaker_2: Or I have... Or I, or I have to, or I have to go in there and, and do some-

Speaker speaker_1: No, sir.

Speaker speaker_2: ... changes with it?

Speaker speaker_1: No, it, it rolls over, but if you want, I can go into your account and verify what you have as your benefits.

Speaker speaker_2: Yeah, I would like for you to do that.

Speaker speaker_1: Okay. And then what are the last four of your social?

Speaker speaker_2: 3158.

Speaker speaker_1: And your first and last name, please?

Speaker speaker_2: Kevin Morton.

Speaker speaker_1: For security purposes, I would need you to verify your full address and your date of birth.

Speaker speaker_2: Um, 214 Alabama Avenue, 1214, 1976 birthday.

Speaker speaker_1: Okay. And then 864-538-9207 is your phone number?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. LRoy007@embarqmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_2: Could I change that to, um... Could I change that to a Yahoo? 'Cause I'm-

Speaker speaker_1: Yeah.

Speaker speaker_2: I don't know that inbox, um, email thing. It been acting up. I don't know what it is. It still works, but I don't think-

Speaker speaker_1: Okay.

Speaker speaker_2: ... they get all my emails through there. Can you do a... Hold on, let's see my email.

Speaker speaker_1: So, you actually... Give me one second. So, you actually don't have any active coverage with them, but, but you are within their company open enrollment period, which ends on the 31st. So, if you do wanna enroll, your last day to enroll would be January the 31st. But right now you don't have an act-

Speaker speaker_2: You talking about me?

Speaker speaker_1: Yes, sir. You don't have active coverage.

Speaker speaker_2: Yeah. So this is, this is insurance and stuff, right?

Speaker speaker_1: Yeah, through the, your agency, though. Through your staffing agency.

Speaker speaker_2: Yeah. I mean, I have it though. I have dental, health and all this through my work, through my job, MAU. They taking out my check every week.

Speaker speaker_1: So, I'm not seeing any plans active. Let me see when was the last time. It looks like in the year... Give me one second. The last time you had active coverage was in 2020.

Speaker speaker_2: That's right. I been him- I've been back here like two years and they been taking, um...

Speaker speaker_1: And I don't see any deductions either 'cause it's... Yeah, there's no deductions that have been done, but you do qualify to enroll because right now, they're within company open enrollment as a company. But you don't have active coverage nor do I see deductions. The last deductions are from 2019. So, 01/05 of 2020.

Speaker speaker_2: All right, I'm finna look at... I'm finna look at my check right now and we'll... I'm gonna tell y'all.

Speaker speaker_1: But you do qualify to enroll.

Speaker speaker_3: John, will you get Tom up here to see about pulling my feet for yesterday in the bank? 12 o'clock, baby. I'm pulling.

Speaker speaker_2: Okay, I'm gonna, um, view my papers up. Okay, I'm getting a... Uh, Medicare, they taking out \$46.86.

Speaker speaker_1: So, Medicare is, um, from the government. This is...

Speaker speaker_2: Oh.

Speaker speaker_1: This should be by part of your staffing agency. That's like the government healthcare. The Medicare.

Speaker speaker_2: So...

Speaker speaker_1: So it's not through us. That's part of the government's.

Speaker speaker_2: But I have like... They got medical and I got medical. I got medical 1.25, they're taking 46.86 out.

Speaker speaker_1: Yeah, that's not us.

Speaker speaker_2: Then I got the Medicare is \$14.16. Eye medical vision, \$1.44. Critical, \$1.65.

Speaker speaker_1: Yeah, that, that's not us, because that's not even the prices that, um, they offer. So yeah, that's not us. Those prices that you're giving me are not e- not even the same ones that I'm seeing that they have for their, um...

Speaker speaker_2: So this, what you talking about-

Speaker speaker_1: ... program.

Speaker speaker_2: How can, h- how could I go online and do about it? 'Cause I'm sitting at home with my, my wife tonight and we gonna look over it.

Speaker speaker_1: So-

Speaker speaker_2: So I can just go on there?

Speaker speaker_1: So I can give you the website if you are interested in enrolling, and, um, you could always call this number as well.

Speaker speaker_2: Okay.

Speaker speaker_1: We're open from 8:00 AM up until 8:00 PM.

Speaker speaker_2: All right.

Speaker speaker_1: Or I can also send you the website.

Speaker speaker_2: Send me the website.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah, could you email that to me, to the email address there? Uh, I want to tell you my email address too.

Speaker speaker_1: So I can actually provide it to you. You, you said you're with, um, MAU. Give me one second. MAU... So it's just gonna be www.mibiac.com/mau.

Speaker speaker_2: Hold on there, I'm writing it down right quick just in case. Uh... Give it to me again.

Speaker speaker_1: So it's gonna be www.mybiac.com/mau. So www.mybiac.com/mau. Or you can always call us as well and we can do the enrollment over the phone. We're open from 8:00 AM up until 8:00 PM Eastern Time and you're-

Speaker speaker_2: All right.

Speaker speaker_1: ... in South Carolina. We're in South Carolina as well.

Speaker speaker_2: All right. I'll do that and see what I come up with.

Speaker speaker_1: And then the last day-

Speaker speaker_2: I'll give you a call.

Speaker speaker_1: Mm-hmm. The last day that you would-

Speaker speaker_2: Notice.

Speaker speaker_1: ... need to enroll would be the 31st of January. Okay? If you miss this period, you're gonna have to wait till next December.

Speaker speaker_2: Okay. So right now you're showing that I'm not getting no kind medical stuff taken out my insurance?

Speaker speaker_1: Not for... Correct, not through, um, your staffing agency.

Speaker speaker_2: Okay.

Speaker speaker_1: Right now you don't have no active coverage, but they are within company open enrollment. That's why you received those text messages, 'cause they've been in company open enrollment since December 23rd.

Speaker speaker_2: Okay then. All right, I'ma get with my supervisor and go over this again. I want to see what's going on.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: All right. Yeah.

Speaker speaker_1: Have a nice day.

Speaker speaker_2: Yeah.