

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Um, I just received a... Well, I received it a while ago, but I guess this is kind of like a, a follow-up message about, um, applying for, like, benefits for my 30-day paycheck. Yes, ma'am. So we're the healthcare administrators for staffing agencies. Um, if you do... If you are within your first 30 days of receiving your first check, that means that you can be eligible to enroll into healthcare benefits that they offer such as dental, vision, behavioral health. It's only healthcare benefits. Um, depending on the plans that you select and if you add dependents, it has to lead with a lot with how much the weekly deduction is for those funds from your paycheck. And it is weekly deductions. It's something totally optional, but you will be getting those reminders letting you know about personal open enrollment. Um, who are you currently working with? Um, like, for the company that I'm working with? The staffing agency. Staffing, uh, Partner Personnel. Okay, so yeah. Um, it's not mandatory like I said, but they do offer healthcare benefits depending on which ones you pick. And if you add dependents, has a lot to do with how much the weekly deduction is for those plans from your paycheck. So if I was wanting to look into that, I mean how much are we looking at? Like how much would they take off? I don't have any dependents. Um, so I would have to get in your file 'cause we do administrate different agencies around the nation. Um. Oh. What is the last four of your Social? Uh, 1031. Can you verify your address and date of birth? Uh, 7101 Rosecrans Avenue, Space 82 in Paramount. And then, um, my birthday is July 24th of 2006. 424-205-2626 is your phone number. Correct. Okay. And then if you want, I can go ahead and send you an email to perezyoufirstname24@gmail.com. It looks like your last day to enroll, if you did wanna enroll into the benefits, would be March 19. So your last day to give us a call, if you do wanna- Okay. Thank you. ... enroll would be March 19. Nothing passing March 19th, because if you pass that date deadline, the next period would be within company open enrollment, which is in the month of October. Oh, okay. Okay. Um. But I'm gonna go ahead and- And then that email address, it's kinda... I'm sorry. Yeah. Go ahead. Um, I was gonna tell you that in the email, I just now sent it to you. I don't know if you want to go ahead and verify it just in case you didn't receive it. It's gonna come from an email that says info@benefitsinacard.com. Info... Hmm. And then that, that email... Okay. Wow. ... that I sent you has all the plans that they offer with the prices to those plans. Oh, okay. Thank you so much. You're welcome. So just keep in mind that your last day to enroll, if you are interested, is Mar- March 19th. Anything passing- March 19th. Yeah. ... that, you would have to wait 'til, um, custo- com- company open enrollment which is in the month of October. Um, and then I was gonna- Okay. ... let you know that for their medical plans, as well as for dental and vision, it's under a IRS regulation that allows you to pay these plans with pre-tax dollars. However, if you do enroll into the dental, vision, or any of the medical plans, um, to make any

cancellations or to make changes like adding dependents later on, you would have to do it within March 19th. Nothing pa- passing March 19th. If you do enroll and later wanna, like, cancel these plans that are under that IRS regulation, you would have to wait for the company's... Next company open enrollment which is held in October. Okay. That's fine then. Thank you so much. You're welcome. Did... And if you have any questions, you're welcome to give us a call and then we'll go over them as well if you still have questions. If you don't wanna enroll- Okay. ... you don't really have to call us or anything. Um, but if you do- Mm-hmm. ... wanna enroll, you do have to call before that deadline. Okay. Thank you so much. You're welcome. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, I just received a... Well, I received it a while ago, but I guess this is kind of like a, a follow-up message about, um, applying for, like, benefits for my 30-day paycheck.

Speaker speaker_0: Yes, ma'am. So we're the healthcare administrators for staffing agencies. Um, if you do... If you are within your first 30 days of receiving your first check, that means that you can be eligible to enroll into healthcare benefits that they offer such as dental, vision, behavioral health. It's only healthcare benefits. Um, depending on the plans that you select and if you add dependents, it has to lead with a lot with how much the weekly deduction is for those funds from your paycheck. And it is weekly deductions. It's something totally optional, but you will be getting those reminders letting you know about personal open enrollment. Um, who are you currently working with?

Speaker speaker_1: Um, like, for the company that I'm working with?

Speaker speaker_0: The staffing agency.

Speaker speaker_1: Staffing, uh, Partner Personnel.

Speaker speaker_0: Okay, so yeah. Um, it's not mandatory like I said, but they do offer healthcare benefits depending on which ones you pick. And if you add dependents, has a lot to do with how much the weekly deduction is for those plans from your paycheck.

Speaker speaker_1: So if I was wanting to look into that, I mean how much are we looking at? Like how much would they take off? I don't have any dependents.

Speaker speaker_0: Um, so I would have to get in your file 'cause we do administrate different agencies around the nation. Um.

Speaker speaker_1: Oh.

Speaker speaker_0: What is the last four of your Social?

Speaker speaker_1: Uh, 1031.

Speaker speaker_0: Can you verify your address and date of birth?

Speaker speaker_1: Uh, 7101 Rosecrans Avenue, Space 82 in Paramount. And then, um, my birthday is July 24th of 2006.

Speaker speaker_0: 424-205-2626 is your phone number.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then if you want, I can go ahead and send you an email to perezyoufirstname24@gmail.com. It looks like your last day to enroll, if you did wanna enroll into the benefits, would be March 19. So your last day to give us a call, if you do wanna-

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: ... enroll would be March 19. Nothing passing March 19th, because if you pass that date deadline, the next period would be within company open enrollment, which is in the month of October.

Speaker speaker_1: Oh, okay. Okay. Um.

Speaker speaker_0: But I'm gonna go ahead and-

Speaker speaker_1: And then that email address, it's kinda... I'm sorry. Yeah. Go ahead.

Speaker speaker_0: Um, I was gonna tell you that in the email, I just now sent it to you. I don't know if you want to go ahead and verify it just in case you didn't receive it. It's gonna come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Info... Hmm.

Speaker speaker_0: And then that, that email...

Speaker speaker_1: Okay. Wow.

Speaker speaker_0: ... that I sent you has all the plans that they offer with the prices to those plans.

Speaker speaker_1: Oh, okay. Thank you so much.

Speaker speaker_0: You're welcome. So just keep in mind that your last day to enroll, if you are interested, is Mar- March 19th. Anything passing-

Speaker speaker_1: March 19th. Yeah.

Speaker speaker_0: ... that, you would have to wait 'til, um, custo- com- company open enrollment which is in the month of October. Um, and then I was gonna-

Speaker speaker_1: Okay.

Speaker speaker_0: ... let you know that for their medical plans, as well as for dental and vision, it's under a IRS regulation that allows you to pay these plans with pre-tax dollars.

However, if you do enroll into the dental, vision, or any of the medical plans, um, to make any cancellations or to make changes like adding dependents later on, you would have to do it within March 19th. Nothing pa- passing March 19th. If you do enroll and later wanna, like, cancel these plans that are under that IRS regulation, you would have to wait for the company's... Next company open enrollment which is held in October.

Speaker speaker_1: Okay. That's fine then. Thank you so much.

Speaker speaker_0: You're welcome. Did... And if you have any questions, you're welcome to give us a call and then we'll go over them as well if you still have questions. If you don't wanna enroll-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you don't really have to call us or anything. Um, but if you do-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... wanna enroll, you do have to call before that deadline.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Thank you. Bye-bye.