

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, how you doing, Stephanie? Um, my name is Aliada. I was calling, um, to just see what benefits that I'm already enrolled in, um... Okay. What staffing agency do you work for? Carlton Staffing. Okay. And then what is the last four of your Social? 1768. Smith? Yes. Okay. For security purposes, can you verify your address and date of birth? 10901, uh, Renschstone Drive, Apartment 502. 77064. Date of birth, 09-21-96. 782-62-4759 is your phone number. 786-862-4759, correct. Okay. And then I have your first name period last name at yahoo.com. Is that up to date? Yes. Okay. So you currently don't have any plans with us. I don't. I don't... Okay. That's, that's perfect. I was just making sure. Did you want to go ahead and opt out from the auto enrollment though? Uh, yes, I do, because, um, only thing I really wanted to, um, get is, um, vision. Okay. Yeah, so they do offer vision, um, for employee only for two dollars and 15 cents weekly from your paycheck. For the vision plan, if you get that one, the copay for an eye exam that you would have to pay is \$10. Copay for lenses and frames is \$25, and your frame allowance is \$130. And what about our contacts? Contacts, let's see. Um, I don't have information regarding the contact lens fittings. That would be something that you would have to reach out to MetLife regarding, and that's the carrier. Okay. Well, I'll- Mm-hmm. I'll, I'll, I'll, I would like to enroll in for the vision. Okay. What'd you say, \$2.50 every week? Uh, it is... Yeah, two dollars and 15 cents weekly. Um, I was gonna tell you that since there's multiple hire dates on your file, I do have to do a eligibility review to see if you're eligible. The main office would do that, and then they would let me know. If you are eligible, I'll go ahead and do your enrollment, um, and then, of course, I can give you a call to let you know. But I was gonna go ahead and tell you that vision is under a IRS regulation called Section 125. So what that section is, it allows you to pay your vision plan with pre-tax dollars. However, if you do want to cancel vision later on, you would have to do it within the first 30 days of receiving your first check, or within company open enrollment. That would be the only time that you would be able to make changes within that plan or to cancel it. So it looks like you would have 30 days from the time that you receive your first check, or in the month of December you would be allowed to cancel that plan or make changes like add dependents. Okay. I just wanted to let you know about that real quick. Okay, that's perfect. So therefore... One second. Mm-hmm. I get hired on with the company, um, that vision plan- You have 30 days. Uh-huh. That vision plan would still be in effect if I get hired on with that comp- with the company? Yeah. The only time that it wouldn't is if you stopped, um, working for Carlton Staffing, 'cause it's through the staffing agency. Right, that's why I was asking, 'cause like, okay, with staffing agency, the positions can be tend to hire. Mm-hmm. So the company, they go ahead and decide to hire, do I still- Yeah, so it- ... still have to keep... S- uh, so as long as you're with Carlton Staffing, you can still keep your, um, your vision plan. Now, if you, like, go

to a different job and you're no longer through Carlton, that's when you do lose it, because to keep the plan active, it- you have to have weekly deductions from your paycheck. Oh. By the fifth week of no deductions being taken outta your check, the plan does get canceled and you go into something called COBRA, and that's like a different department. From there, you would just have to contact them and they will let you know, um, how much it would be for you to keep your vision plan. I think it does change. The price on it changes. Well, I, I... I, honestly, I just wanna have the vis. I mean, if it's \$2.50, um, you can give me a call back and let me know if I'm eligible for it and- Okay. ... just go from there. If not, then I'll just figure it out. But that's all I really wanted. Okay. That's it. All right. So I'll go ahead and send that eligibility review, um, to the main office. And then I'll give- give you a call to let you know if you are eligible or not. All righty. Not a problem. All right. Well, I hope you have a great day. Thank you for your time, sir. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, how you doing, Stephanie? Um, my name is Aliada. I was calling, um, to just see what benefits that I'm already enrolled in, um...

Speaker speaker_0: Okay. What staffing agency do you work for?

Speaker speaker_1: Carlton Staffing.

Speaker speaker_0: Okay. And then what is the last four of your Social?

Speaker speaker_1: 1768.

Speaker speaker_0: Smith?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 10901, uh, Renschstone Drive, Apartment 502. 77064. Date of birth, 09-21-96.

Speaker speaker_0: 782-62-4759 is your phone number.

Speaker speaker_1: 786-862-4759, correct.

Speaker speaker_0: Okay. And then I have your first name period last name at yahoo.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you currently don't have any plans with us.

Speaker speaker_1: I don't. I don't... Okay. That's, that's perfect. I was just making sure.

Speaker speaker_0: Did you want to go ahead and opt out from the auto enrollment though?

Speaker speaker_1: Uh, yes, I do, because, um, only thing I really wanted to, um, get is, um, vision.

Speaker speaker_0: Okay. Yeah, so they do offer vision, um, for employee only for two dollars and 15 cents weekly from your paycheck. For the vision plan, if you get that one, the copay for an eye exam that you would have to pay is \$10. Copay for lenses and frames is \$25, and your frame allowance is \$130.

Speaker speaker_1: And what about our contacts?

Speaker speaker_0: Contacts, let's see. Um, I don't have information regarding the contact lens fittings. That would be something that you would have to reach out to MetLife regarding, and that's the carrier.

Speaker speaker_1: Okay. Well, I'll-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'll, I'll, I'll, I would like to enroll in for the vision.

Speaker speaker_0: Okay.

Speaker speaker_1: What'd you say, \$2.50 every week?

Speaker speaker_0: Uh, it is... Yeah, two dollars and 15 cents weekly. Um, I was gonna tell you that since there's multiple hire dates on your file, I do have to do a eligibility review to see if you're eligible. The main office would do that, and then they would let me know. If you are eligible, I'll go ahead and do your enrollment, um, and then, of course, I can give you a call to let you know. But I was gonna go ahead and tell you that vision is under a IRS regulation called Section 125. So what that section is, it allows you to pay your vision plan with pre-tax dollars. However, if you do want to cancel vision later on, you would have to do it within the first 30 days of receiving your first check, or within company open enrollment. That would be the only time that you would be able to make changes within that plan or to cancel it. So it looks like you would have 30 days from the time that you receive your first check, or in the month of December you would be allowed to cancel that plan or make changes like add dependents.

Speaker speaker_1: Okay.

Speaker speaker_0: I just wanted to let you know about that real quick.

Speaker speaker_1: Okay, that's perfect. So therefore... One second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I get hired on with the company, um, that vision plan-

Speaker speaker_0: You have 30 days. Uh-huh.

Speaker speaker_1: That vision plan would still be in effect if I get hired on with that comp- with the company?

Speaker speaker_0: Yeah. The only time that it wouldn't is if you stopped, um, working for Carlton Staffing, 'cause it's through the staffing agency.

Speaker speaker_1: Right, that's why I was asking, 'cause like, okay, with staffing agency, the positions can be tend to hire.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So the company, they go ahead and decide to hire, do I still-

Speaker speaker_0: Yeah, so it-

Speaker speaker_1: ... still have to keep...

Speaker speaker_0: S- uh, so as long as you're with Carlton Staffing, you can still keep your, um, your vision plan. Now, if you, like, go to a different job and you're no longer through Carlton, that's when you do lose it, because to keep the plan active, it- you have to have weekly deductions from your paycheck.

Speaker speaker_1: Oh.

Speaker speaker_0: By the fifth week of no deductions being taken outta your check, the plan does get canceled and you go into something called COBRA, and that's like a different department. From there, you would just have to contact them and they will let you know, um, how much it would be for you to keep your vision plan. I think it does change. The price on it changes.

Speaker speaker_1: Well, I, I... I, honestly, I just wanna have the vis. I mean, if it's \$2.50, um, you can give me a call back and let me know if I'm eligible for it and-

Speaker speaker_0: Okay.

Speaker speaker_1: ... just go from there. If not, then I'll just figure it out. But that's all I really wanted.

Speaker speaker_0: Okay.

Speaker speaker_1: That's it.

Speaker speaker_0: All right. So I'll go ahead and send that eligibility review, um, to the main office. And then I'll give- give you a call to let you know if you are eligible or not.

Speaker speaker_1: All righty. Not a problem.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for your time, sir.

Speaker speaker_1: You too. Bye-bye.