

## **Transcript: Estefania**

**Acevedo-6223308917096448-6206210920726528**

### **Full Transcript**

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? How can I assist... My name is Kimberly. The... I returned a phone call without providing some information. Okay. Um, so we're the health care administrators for your staffing agencies, probably regarding your health care benefits. Um, what staffing agency do you work for? W-U. And then what are the last four of your Social? Eight, two, four, two. I'm sorry. Can you repeat that? Eight, two, four, two. Okay. Thank you. And then you said your name was Kimberly? Yes. Okay. For security purposes, could you verify the address and date of birth? 925 North Belmont Street, Summerville, South Carolina 29483. Date of birth, 9/4/79. Okay. Thank you. 512-341-9442, your phone number? 9442 is the last four, yes. Okay. Sure. All right. Let me verify. Okay. So it looks like we were actually calling to let you know that you were approved for... to enroll into the benefits that you wanted. So it looks like you have been enrolled into the Ensure Plus Basic for employee only, dental for employee only, and vision for employee only. That's going to be a weekly deduction of \$23.05. So please allow one or two weeks for your staffing agency to start making this deduction. Once you see your very first deduction of the \$23.05 come out of your paycheck, the following Monday of that very first deduction is when these three plans will come into effect. Um, by that first week of activation week, you should be getting your dental and vision cards either that Thursday or Friday. And if you do want to Ensure Plus Basic, which is your medical card mailed out to you, you would have to call and request it, 'cause normally for that card they don't mail it out. But if you do want a physical card, once you become active you're welcome to call this number and we'll request one. But you for sure should be getting dental and vision first, for the first week of your activation. Okay. Thank you so much. Uh-huh. And then, did they already explain Section 125 to you if you can? Um, I was going to tell you that for these three plans, it's under that IRS regulation that's called Section 125. So, technically, um, if you want to cancel these plans or make changes to these plans, you would have to do it within the first 30 days of receiving your first check or within company open enrollment period, which I can give you the month of MAEs. Just in case you do want to cancel it, uh, for some reason- Mm-hmm. ... um, you would have to wait for the next open enrollment, which is in December. Okay? Okay. Okay. All right. Did you have any other questions? No, ma'am. No? Okay. Well, I hope you have a great day. All right. Thank you so much for your help. You have a good, uh, weekend. Thank you. You, too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? How can I assist...

Speaker speaker\_1: My name is Kimberly. The... I returned a phone call without providing some information.

Speaker speaker\_0: Okay. Um, so we're the health care administrators for your staffing agencies, probably regarding your health care benefits. Um, what staffing agency do you work for?

Speaker speaker\_1: W- U.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: Eight, two, four, two.

Speaker speaker\_0: I'm sorry. Can you repeat that?

Speaker speaker\_1: Eight, two, four, two.

Speaker speaker\_0: Okay. Thank you. And then you said your name was Kimberly?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. For security purposes, could you verify the address and date of birth?

Speaker speaker\_1: 925 North Belmont Street, Summerville, South Carolina 29483. Date of birth, 9/4/79.

Speaker speaker\_0: Okay. Thank you. 512-341-9442, your phone number?

Speaker speaker\_1: 9442 is the last four, yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Sure.

Speaker speaker\_0: All right. Let me verify. Okay. So it looks like we were actually calling to let you know that you were approved for... to enroll into the benefits that you wanted. So it looks like you have been enrolled into the Ensure Plus Basic for employee only, dental for employee only, and vision for employee only. That's going to be a weekly deduction of \$23.05. So please allow one or two weeks for your staffing agency to start making this deduction. Once you see your very first deduction of the \$23.05 come out of your paycheck, the following Monday of that very first deduction is when these three plans will come into effect. Um, by that first week of activation week, you should be getting your dental and vision cards either that Thursday or Friday. And if you do want to Ensure Plus Basic, which is your medical card mailed out to you, you would have to call and request it, 'cause normally for that card they don't mail it out. But if you do want a physical card, once you become active you're welcome to call this number and we'll request one. But you for sure should be getting dental and vision first, for the first week of your activation.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: Uh-huh. And then, did they already explain Section 125 to you if you can? Um, I was going to tell you that for these three plans, it's under that IRS regulation that's called Section 125. So, technically, um, if you want to cancel these plans or make changes to these plans, you would have to do it within the first 30 days of receiving your first check or within company open enrollment period, which I can give you the month of MAEs. Just in case you do want to cancel it, uh, for some reason-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... um, you would have to wait for the next open enrollment, which is in December. Okay?

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: All right. Did you have any other questions?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: No? Okay. Well, I hope you have a great day.

Speaker speaker\_1: All right. Thank you so much for your help. You have a good, uh, weekend.

Speaker speaker\_0: Thank you. You, too.

Speaker speaker\_1: Thank you.