

Transcript: Estefania

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Full Transcript

... calling Benefits in a Card. My name is Stephanie. How can I assist you? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. I'd like to set up a plan. Okay. What staffing agency? Okay. ManCan. And then what are the last four of your Social? 0410. And your first and last name, please? First name, J-o-h-n. Last name, spelled B-e-a-u-m-o-n-t. Okay. And then can you verify your address and date of birth? 2961 24th Avenue Northeast, Naples, Florida. ZIP code 34120. Birthday- Mm-hmm. ... 09/06/1990. 239-353-5297's your phone number? Yes. Okay. Did you know what you wanted to be enrolled into already? Yes. Okay. Which one of the plans? I'll take the VIP Standard. Okay. Did you want to do employee and/or did you want to add spouse and/or dependents? Just employee. Okay. Did you want to do anything else for dental, vision, term life, um, vision, group accident, behavior health, identity protection and then the MEC 00:02:23 reps which is the preventative plan? Let's do dental. Dental? Okay. Anything else? That'll be it. Okay. Did you have any questions regarding those two? Not at the moment, no. Okay. Um, do you allow ManCan to do the weekly deduction of \$19.60 for these two selected plans? Yes. Okay. Please allow one or two weeks for your staffing agency to start making the first deduction of \$19.60. Once you see the first deduction of the \$19.60 come out of your paycheck, the following Monday of that first deduction is when the plan becomes effective. And by that first or second week of active coverage, you should be getting your ca- your dental card that Thursday or Friday. If you do want a physical medical card, they normally don't mail out the VIP Standard card, but if you do want a physical one, the following Monday that you become active you're welcome to contact this number and we can put in a request for the carrier to mail out your VIP Standard card to you. All right. Sounds great. All right. Well, I hope you have a great day. And I was gonna tell you that your two plans that you selected are under a IRS regulation that's called Section 125. So what Section 125 allows you to do is to pay these two plans with pre-tax dollars. However, if you do wanna cancel or later on add dependents in the future, you do have to call within the first 30 days of receiving your first check to make these changes or cancellations or within company open enrollment, um, to be allowed to make those changes. So let me actually give you the month when they're within company open enrollment. So it looks like it's gonna be in the month of April. We don't have the updated dates yet. Last year was between April the 22nd up until May the 31st. So you could do those changes within the first 30 days of receiving your fa- first paycheck or within company open enrollment. That or to add new plans as well. Oh, okay. All right. I'm still within, I'm still within the first 30 days of my first paycheck, right? Yes, sir. That's great. But I just wanted to make- And if I was m- Mm-hmm? Oh, yeah. You were saying? Um, I just wanted to give you that disclaimer due to that IRS restriction because if you later on did wanna cancel the two plans or either one of them or later on like add dependents, you do have to do it within those two

time frames. Oh, okay. And the same would go for if I wanted to add any of these other benefits- Yes, sir. ... as well, right? Correct. Okay. Okay. All right. Now- I believe that's all I needed to... Oh, yeah. You were saying? Um, now you just have to wait for them to do the first deduction from your check. All right. All right. And you've already made that clear, but could I hear it once again just to be sure? Yeah. Um, I was gonna tell you- One or two weeks? One or two weeks. It typically takes them one or two weeks for them to do the first deduction from your check. That, once you see the first deduction come out of your paycheck of the \$19.60, the following Monday your plans become effective. And by that first or second week of active coverage, you should be getting your dental card. And for your medical plan which is the VIP Standard, that card, they typically don't mail it out to you. So if you do want a physical card, you're welcome to contact this number that Monday that you become active and we can put in a card request. Um, and if you have like a doctor's appointment, you're still waiting on your card or your dental card, you can just reach back to this number and we can email them to you electronically so you can have it while you wait on them. All right. Perfect. Okay. Bye. Thank you very much and- You're welcome. I- ... have a great evening. Thank you. You do too. Have a nice day. Thanks. You too.

Conversation Format

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

Speaker speaker_1: Hi. I'd like to set up a plan.

Speaker speaker_0: Okay. What staffing agency?

Speaker speaker_1: Okay. ManCan.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 0410.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: First name, J-o-h-n. Last name, spelled B-e-a-u-m-o-n-t.

Speaker speaker_0: Okay. And then can you verify your address and date of birth?

Speaker speaker_1: 2961 24th Avenue Northeast, Naples, Florida. ZIP code 34120. Birthday-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 09/06/1990.

Speaker speaker_0: 239-353-5297's your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Did you know what you wanted to be enrolled into already?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Which one of the plans?

Speaker speaker_1: I'll take the VIP Standard.

Speaker speaker_0: Okay. Did you want to do employee and/or did you want to add spouse and/or dependents?

Speaker speaker_1: Just employee.

Speaker speaker_0: Okay. Did you want to do anything else for dental, vision, term life, um, vision, group accident, behavior health, identity protection and then the MEC 00:02:23 reps which is the preventative plan?

Speaker speaker_1: Let's do dental.

Speaker speaker_0: Dental? Okay. Anything else?

Speaker speaker_1: That'll be it.

Speaker speaker_0: Okay. Did you have any questions regarding those two?

Speaker speaker_1: Not at the moment, no.

Speaker speaker_0: Okay. Um, do you allow ManCan to do the weekly deduction of \$19.60 for these two selected plans?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Please allow one or two weeks for your staffing agency to start making the first deduction of \$19.60. Once you see the first deduction of the \$19.60 come out of your paycheck, the following Monday of that first deduction is when the plan becomes effective. And by that first or second week of active coverage, you should be getting your car-your dental card that Thursday or Friday. If you do want a physical medical card, they normally don't mail out the VIP Standard card, but if you do want a physical one, the following Monday that you become active you're welcome to contact this number and we can put in a request for the carrier to mail out your VIP Standard card to you.

Speaker speaker_1: All right. Sounds great.

Speaker speaker_0: All right. Well, I hope you have a great day. And I was gonna tell you that your two plans that you selected are under a IRS regulation that's called Section 125. So what Section 125 allows you to do is to pay these two plans with pre-tax dollars. However, if you do wanna cancel or later on add dependents in the future, you do have to call within the first 30 days of receiving your first check to make these changes or cancellations or within company open enrollment, um, to be allowed to make those changes. So let me actually give you the month when they're within company open enrollment. So it looks like it's gonna be in the month of April. We don't have the updated dates yet. Last year was between April the 22nd up until May the 31st. So you could do those changes within the first 30 days of receiving your first paycheck or within company open enrollment. That or to add new plans as well.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right.

Speaker speaker_1: I'm still within, I'm still within the first 30 days of my first paycheck, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: That's great.

Speaker speaker_0: But I just wanted to make-

Speaker speaker_1: And if I was m-

Speaker speaker_0: Mm-hmm?

Speaker speaker_1: Oh, yeah. You were saying?

Speaker speaker_0: Um, I just wanted to give you that disclaimer due to that IRS restriction because if you later on did wanna cancel the two plans or either one of them or later on like add dependents, you do have to do it within those two time frames.

Speaker speaker_1: Oh, okay. And the same would go for if I wanted to add any of these other benefits-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: ... as well, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: All right.

Speaker speaker_0: Now-

Speaker speaker_1: I believe that's all I needed to... Oh, yeah. You were saying?

Speaker speaker_0: Um, now you just have to wait for them to do the first deduction from your check.

Speaker speaker_1: All right.

Speaker speaker_0: All right.

Speaker speaker_1: And you've already made that clear, but could I hear it once again just to be sure?

Speaker speaker_0: Yeah. Um, I was gonna tell you-

Speaker speaker_1: One or two weeks?

Speaker speaker_0: One or two weeks. It typically takes them one or two weeks for them to do the first deduction from your check. That, once you see the first deduction come out of your paycheck of the \$19.60, the following Monday your plans become effective. And by that first or second week of active coverage, you should be getting your dental card. And for your medical plan which is the VIP Standard, that card, they typically don't mail it out to you. So if you do want a physical card, you're welcome to contact this number that Monday that you become active and we can put in a card request. Um, and if you have like a doctor's appointment, you're still waiting on your card or your dental card, you can just reach back to this number and we can email them to you electronically so you can have it while you wait on them.

Speaker speaker_1: All right. Perfect. Okay.

Speaker speaker_0: Bye.

Speaker speaker_1: Thank you very much and-

Speaker speaker_0: You're welcome. I-

Speaker speaker_1: ... have a great evening.

Speaker speaker_0: Thank you. You do too. Have a nice day.

Speaker speaker_1: Thanks. You too.