

## Transcript: Francesca

**Baez-4892356283645952-5531121670864896**

### Full Transcript

Thank you for calling the Benefits in a Card. My name is Francesca. How can I assist you today? Yes, my name is Mariah Morris and I was calling to see could I get some, uh, insurance going with you guys. Okay. Let's see if you're eligible. Which staffing company do you work with? I work for MAU. What are the last four of the social? 8925. Uh, well then, while I look here at counter 212, um, correct, you wouldn't have the insurance with Benefits in a Card since we don't own any of the plans. You are gonna have it through MAU Staffing, okay? Okay. Could you verify your mailing address for me and your date of birth for security purposes? Yes, ma'am. My mailing address is 114 Trinity Drive, Bays Part, South Carolina 29006. And my date of birth is March 23rd, 2006. All right. We have here best phone number to reach you. That one's 803-430-3283 with the email of morrismariah08- Yes, ma'am. ...@gmail.com. Yes, ma'am. Okay. So one of my coworkers actually tried to reach you yesterday 'cause we received an enrollment form that you filled out on April 4th and you left it blank. From the look- Oh. ... it'll appear- Oh, that must be... It must have been from orientation 'cause I don't... I didn't receive a thing. Now, I have the booklet right here that they gave us and we have the paper, like, in the back, but I never filled it out and turned it in, so I don't know where that is. It must have been from- When we actually- ... orientation. Okay. Um, so you actually did in fact process it in, so the system did save that at 2:05 PM. So we actually wouldn't need to do any type of eligibility review. Once we received that form, it was already done. You have all the way 'til 18th of this month which would actually technically be this Friday 16, since 17, 18, which is Saturday and Sunday, we'll be closed. So we're good to process that enrollment. Do you know which plans you wanted to process the enrollment into? Uh, I think I'm gonna... Is that the... Uh, I'm looking at them. I'm sorry. Is this the- It's okay. Take your time. I'm looking at one. It says the StayHealthyMEC Benefits and Services, 'cause I know that I wanted dental on there also. I was speaking to one... to someone yesterday about it and I was telling her I was, um, gonna look at them and call them back because I know that I wanted dental for sure. But I think she was telling me that I have to pick one of the plans also. So all of the plans are sold separately. None of them come together. As far as the dental goes, you're able to pick it on its own. There isn't any bundles. However, the one that you just mentioned, that StayHealthy, that's a medical preventative only plan, so it does not cover dental services. Okay. Which plan does? Um, which one is y'all best plan? The dental plan, ma'am, on page number four. That is the only dental plan that MAU offers. Okay. Well, I'll just get that one. Okay. It is- Get this plan. Understood. It is \$3.51 for employee only. Were you looking to put any dependents on the policy? No, ma'am. Just me. All right. So that plan will cover your preventative services at 100% with no deductible, your basic services, basic restorative services and your radiographs at 80%. You're gonna have a yearly annual services maximum of \$500 and a \$50 deductible. Was there any other plan aside from

dental? No, ma'am. Understood. Do you authorize MAU Staffing to make the deduction of \$3.51 for your dental plan? Yes, ma'am. All right. It'll take one to two weeks for your employer to start making your deductions. Once you see that first deduction, following Monday will be when your coverage becomes effective. That same week of activation, Friday, will be when the policy becomes active and they send out those, um, physical benefit cards. The digital cards are available Thursday of the activation. And then the last thing to mention will be the fact that that plan is free of taxes. Since it is free of taxes, it's under something called Section 125, which the IRS regulates. You cannot make changes or cancellations to plans under that restriction unless you have an open enrollment period or a qualified life event. Thank you. Of course. So you have all the way 'til the end of this week, Friday, is the event that you wanted to add any other plan to your policy. Okay. Thank you. My pleasure. Have a great day. And so- Mm-hmm. And it will take two weeks for my insurance card to come or next Thursday? No, ma'am. It takes one to two weeks for them to start making your deductions. Once you have that deduction, following Monday you're active, and then Friday of that activation week is when they send out the benefit cards. Okay. Thank you. Of course. Have a wonderful rest of your day and thank you for your time today. Mm-hmm.

## Conversation Format

Speaker speaker\_0: Thank you for calling the Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, my name is Mariah Morris and I was calling to see could I get some, uh, insurance going with you guys.

Speaker speaker\_0: Okay. Let's see if you're eligible. Which staffing company do you work with?

Speaker speaker\_1: I work for MAU.

Speaker speaker\_0: What are the last four of the social?

Speaker speaker\_1: 8925.

Speaker speaker\_0: Uh, well then, while I look here at counter 212, um, correct, you wouldn't have the insurance with Benefits in a Card since we don't own any of the plans. You are gonna have it through MAU Staffing, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Could you verify your mailing address for me and your date of birth for security purposes?

Speaker speaker\_1: Yes, ma'am. My mailing address is 114 Trinity Drive, Bays Part, South Carolina 29006. And my date of birth is March 23rd, 2006.

Speaker speaker\_0: All right. We have here best phone number to reach you. That one's 803-430-3283 with the email of morrismariah08-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: ...@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So one of my coworkers actually tried to reach you yesterday 'cause we received an enrollment form that you filled out on April 4th and you left it blank. From the look-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... it'll appear-

Speaker speaker\_1: Oh, that must be... It must was from orientation 'cause I don't... I didn't receive a thing. Now, I have the booklet right here that they gave us and we have the paper, like, in the back, but I never filled it out and turned it in, so I don't know where that is. It must have been from-

Speaker speaker\_0: When we actually-

Speaker speaker\_1: ... orientation.

Speaker speaker\_0: Okay. Um, so you actually did in fact process it in, so the system did save that at 2:05 PM. So we actually wouldn't need to do any type of eligibility review. Once we received that form, it was already done. You have all the way 'til 18th of this month which would actually technically be this Friday 16, since 17, 18, which is Saturday and Sunday, we'll be closed. So we're good to process that enrollment. Do you know which plans you wanted to process the enrollment into?

Speaker speaker\_1: Uh, I think I'm gonna... Is that the... Uh, I'm looking at them. I'm sorry. Is this the-

Speaker speaker\_0: It's okay. Take your time.

Speaker speaker\_1: I'm looking at one. It says the StayHealthyMEC Benefits and Services, 'cause I know that I wanted dental on there also. I was speaking to one... to someone yesterday about it and I was telling her I was, um, gonna look at them and call them back because I know that I wanted dental for sure. But I think she was telling me that I have to pick one of the plans also.

Speaker speaker\_0: So all of the plans are sold separately. None of them come together. As far as the dental goes, you're able to pick it on its own. There isn't any bundles. However, the one that you just mentioned, that StayHealthy, that's a medical preventative only plan, so it does not cover dental services.

Speaker speaker\_1: Okay. Which plan does? Um, which one is y'all best plan?

Speaker speaker\_0: The dental plan, ma'am, on page number four. That is the only dental plan that MAU offers.

Speaker speaker\_1: Okay. Well, I'll just get that one.

Speaker speaker\_0: Okay. It is-

Speaker speaker\_1: Get this plan.

Speaker speaker\_0: Understood. It is \$3.51 for employee only. Were you looking to put any dependents on the policy?

Speaker speaker\_1: No, ma'am. Just me.

Speaker speaker\_0: All right. So that plan will cover your preventative services at 100% with no deductible, your basic services, basic restorative services and your radiographs at 80%. You're gonna have a yearly annual services maximum of \$500 and a \$50 deductible. Was there any other plan aside from dental?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: Understood. Do you authorize MAU Staffing to make the deduction of \$3.51 for your dental plan?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. It'll take one to two weeks for your employer to start making your deductions. Once you see that first deduction, following Monday will be when your coverage becomes effective. That same week of activation, Friday, will be when the policy becomes active and they send out those, um, physical benefit cards. The digital cards are available Thursday of the activation. And then the last thing to mention will be the fact that that plan is free of taxes. Since it is free of taxes, it's under something called Section 125, which the IRS regulates. You cannot make changes or cancellations to plans under that restriction unless you have an open enrollment period or a qualified life event.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Of course. So you have all the way 'til the end of this week, Friday, is the event that you wanted to add any other plan to your policy.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: My pleasure. Have a great day.

Speaker speaker\_1: And so-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And it will take two weeks for my insurance card to come or next Thursday?

Speaker speaker\_0: No, ma'am. It takes one to two weeks for them to start making your deductions. Once you have that deduction, following Monday you're active, and then Friday of that activation week is when they send out the benefit cards.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Of course. Have a wonderful rest of your day and thank you for your time today.

Speaker speaker\_1: Mm-hmm.