

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Hi, there. Um, I'm a new employee through Creative Circle and I want to sign up for benefits. What are the last four of your Social? 2395. And the last name? Alberta. Ashley Alberta? Yeah. For security purposes, please verify your mailing address and your date of birth. Yep. It's 839 Darby Paoli R- Road, Bryn Mawr, PA 19010. And, uh, date of birth is June 28, '84. We have the best number to reach you down as 215-681-1143? Yes. And we have your email down as first and last name at gmail.com? Um, Ash... There's an N in between, my middle initial. Ashley N. Alberta, yeah. Oh, yeah. I see it here. Yeah. Sneaky one. Okay. And which benefit plans did you want to be enrolled into? Um, the Stay Healthy MEC, and then also dental and prescription coverage. When you say prescriptions coverage, are you talking about the FreeRx membership? Yes. Yeah. Okay. And also, are you aware that the dental comes with a vision and term life package? Um, okay. Yeah, that one. Okay. No, I was just asking, um, 'cause depending on the staffing company, some of them do have them separate. However, your staffing company, Creative Circle, their dental and vision comes in a bundle deal package, with the dental, the vision and their term life, which is their life insurance plan, for \$7.90 per paycheck. Um, so I was just making sure that you were aware the three plans came together. Okay. Yeah, yeah. I, I see that now. Um, I still want it, yeah, thank you. Mm-hmm. Understood. Okay, and then as far as the, um, membership for the medications, the FreeRx, that Stay Healthy plan that you selected already comes with a FreeRx membership in it, as well as an urgent care package, virtual. Okay. Um, I do just want to verify with you, that is just a medical preventative care plan, so it's not gonna cover your hospital indemnity services, which are usually your doctor visits, emergency rooms, urgent care or surgeries. So that plan- Okay. ... is only gonna cover specifically speaking preventative services, like your screenings for blood pressure, iron deficiency, those counselings for a healthy diet, avoiding UV exposures from the sun. Um, and then your preventative immunizations, tetanus, varicella and such. So it doesn't cover for you to see an in-person doctor. Um, it does cover for that physical that you get done yearly. Were you looking to enroll into another plan together with that one, or just that plan? Um... Oh, hold on. Let me look real quick. Um, yeah, I wanted to also do that Ensure Plus basic. Okay. All right, and any other plan aside from those? Nope, that's it. Understood, and before I submit your enrollment, do you need me to go over the coverage for any of those plans you're currently selecting? Um, no. I think I get it. Understood. So you're looking at a total of \$40.69 per paycheck. Do you authorize Creative Circle to make those deductions for you? Yes. All right. Please advise to allow one to two weeks for your employer to start making those deductions when you see that very first deduction. Following Monday is going to be when benefits become effective. That same week of activation, Friday will be when the carriers mail

out the benefit cards. I do have to say, for the Ensure Plus plan, that benefit card is only sent out digital. Um, however, if you want a hard copy once you become active, during that activation week give us a call and we can order for the carrier to put in a mail order for that benefit card. Okay. And then the last thing to mention... Actually, two last things. Um, first one being your medical preventative, that Stay Healthy MEC plan, is under Section 125 regulated by the IRS, so they're gonna make those deductions prior to your tax deduction on your pay stub. Okay. They do have regulations on it where they do not, um, allow you to make cancellations or changes to that plan, since it is tax-free. You have to be in a personal enrollment period where there is, um, personal or company, and then you also have to have a qualified life event. Those will be the three events when you're able to change them. Your specific personal time doesn't end till the 17th of this month. Okay. And then the last one will be your FreeRx membership is going to have a registration step additional. Once you become active, they will send you a link to that email, um, during that activation week. If it get lost in the inbox because I know a lot of emails come through, you can give us a call- Mm-hmm. ... and we'll go ahead and resend that to you. Okay. All right, and then we're just missing the beneficiary for your life insurance plan. Who we like to put down, I just need their first and last name and their relationship to you. Um, Sarah, S-A-R-A-H. Hippler, H-I-P-P-L-E-R. And she's my sister. All right. H-I-P-P-L-E-R, right? Correct. Yeah. All right, so you are all set. Was there anything else that we can assist you with today? No, I think that's it. Thank you so much for your help. Thank you for allowing me to assist you. I hope you have a wonderful rest of your day, and thank you for your time today. Thanks. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, there. Um, I'm a new employee through Creative Circle and I want to sign up for benefits.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 2395.

Speaker speaker_1: And the last name?

Speaker speaker_2: Alberta.

Speaker speaker_1: Ashley Alberta?

Speaker speaker_2: Yeah.

Speaker speaker_1: For security purposes, please verify your mailing address and your date of birth.

Speaker speaker_2: Yep. It's 839 Darby Paoli R- Road, Bryn Mawr, PA 19010. And, uh, date of birth is June 28, '84.

Speaker speaker_1: We have the best number to reach you down as 215-681-1143?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as first and last name at gmail.com?

Speaker speaker_2: Um, Ash... There's an N in between, my middle initial. Ashley N. Alberta, yeah.

Speaker speaker_1: Oh, yeah. I see it here.

Speaker speaker_2: Yeah. Sneaky one.

Speaker speaker_1: Okay. And which benefit plans did you want to be enrolled into?

Speaker speaker_2: Um, the Stay Healthy MEC, and then also dental and prescription coverage.

Speaker speaker_1: When you say prescriptions coverage, are you talking about the FreeRx membership?

Speaker speaker_2: Yes. Yeah.

Speaker speaker_1: Okay. And also, are you aware that the dental comes with a vision and term life package?

Speaker speaker_2: Um, okay. Yeah, that one.

Speaker speaker_1: Okay. No, I was just asking, um, 'cause depending on the staffing company, some of them do have them separate. However, your staffing company, Creative Circle, their dental and vision comes in a bundle deal package, with the dental, the vision and their term life, which is their life insurance plan, for \$7.90 per paycheck. Um, so I was just making sure that you were aware the three plans came together.

Speaker speaker_2: Okay. Yeah, yeah. I, I see that now. Um, I still want it, yeah, thank you. Mm-hmm.

Speaker speaker_1: Understood. Okay, and then as far as the, um, membership for the medications, the FreeRx, that Stay Healthy plan that you selected already comes with a FreeRx membership in it, as well as an urgent care package, virtual.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, I do just want to verify with you, that is just a medical preventative care plan, so it's not gonna cover your hospital indemnity services, which are usually your doctor visits, emergency rooms, urgent care or surgeries. So that plan-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is only gonna cover specifically speaking preventative services, like your screenings for blood pressure, iron deficiency, those counselings for a healthy diet, avoiding UV exposures from the sun. Um, and then your preventative immunizations, tetanus, varicella and such. So it doesn't cover for you to see an in-person doctor. Um, it does cover for that physical that you get done yearly. Were you looking to enroll into another plan together with that one, or just that plan?

Speaker speaker_2: Um... Oh, hold on. Let me look real quick. Um, yeah, I wanted to also do that Ensure Plus basic.

Speaker speaker_1: Okay. All right, and any other plan aside from those?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: Understood, and before I submit your enrollment, do you need me to go over the coverage for any of those plans you're currently selecting?

Speaker speaker_2: Um, no. I think I get it.

Speaker speaker_1: Understood. So you're looking at a total of \$40.69 per paycheck. Do you authorize Creative Circle to make those deductions for you?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Please advise to allow one to two weeks for your employer to start making those deductions when you see that very first deduction. Following Monday is going to be when benefits become effective. That same week of activation, Friday will be when the carriers mail out the benefit cards. I do have to say, for the Ensure Plus plan, that benefit card is only sent out digital. Um, however, if you want a hard copy once you become active, during that activation week give us a call and we can order for the carrier to put in a mail order for that benefit card.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the last thing to mention... Actually, two last things. Um, first one being your medical preventative, that Stay Healthy MEC plan, is under Section 125 regulated by the IRS, so they're gonna make those deductions prior to your tax deduction on your pay stub.

Speaker speaker_2: Okay.

Speaker speaker_1: They do have regulations on it where they do not, um, allow you to make cancellations or changes to that plan, since it is tax-free. You have to be in a personal enrollment period where there is, um, personal or company, and then you also have to have a qualified life event. Those will be the three events when you're able to change them. Your specific personal time doesn't end till the 17th of this month.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the last one will be your FreeRx membership is going to have a registration step additional. Once you become active, they will send you a link to that email,

um, during that activation week. If it get lost in the inbox because I know a lot of emails come through, you can give us a call-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and we'll go ahead and resend that to you.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, and then we're just missing the beneficiary for your life insurance plan. Who we like to put down, I just need their first and last name and their relationship to you.

Speaker speaker_2: Um, Sarah, S-A-R-A-H. Hippler, H-I-P-P-L-E-R. And she's my sister.

Speaker speaker_1: All right. H-I-P-P-L-E-R, right?

Speaker speaker_2: Correct. Yeah.

Speaker speaker_1: All right, so you are all set. Was there anything else that we can assist you with today?

Speaker speaker_2: No, I think that's it. Thank you so much for your help.

Speaker speaker_1: Thank you for allowing me to assist you. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: Thanks. You too. Bye-bye.

Speaker speaker_1: Bye.