

## Transcript: Justin

**Mills-4601779434504192-6229710351056896**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, there. Yes. Uh, I need to, um, sign in for insurance. Okay. What's the staffing agency you work for? Yes. It's called ManCan. ManCan. And the last four of your Social? 2454. 2454. And what was your first and last name? Javier Rosas. I'm sorry. Let's see here. And did you recently just start with ManCan? Can you repeat that again? Did you recently just start with ManCan? Uh, correct. Yes. Like maybe a week ago. Yeah, a week ago. Okay, because I wasn't seeing your file in our system just yet, and so in order for me to create a file in our system to enroll you into their b- benefits, I need your full Social. Okay. 55389 2454. Okay. And will you spell your first and last name for me please? Yes. And it's, uh, J-A-V as Victor I-E-R. Rosas is R-O-S-A-S. Okay. And your home address, including city, state and zip code. Okay. Um, 1027 Austin Avenue. It's in Akron, Ohio. 44306 is the ZIP code. And your date of birth? March 2, 1986. And a good telephone number has a 614-815-2669. Correct. And do you have a good email? Yes. Javierrosas36@icloud.com. Okay. Now, did you have an idea of what you wanted to be enrolled into through ManCan or no? Uh, yes. Okay. What did you want to be enrolled into? Uh, vision, dentist, and, um... Um, uh, what else? And for, um... Ah, shoot. Um, I don't know. I forgot the name, but it's for, like, doctors, you know, doc- uh, visits, doctor visits. Uh, yeah. So they had the MEC TeleRx that just covered preventative healthcare services like physicals, diabetes screenings, vaccinations, stuff like that, at \$15.65. Uh-huh. While two other medical plans that cover hospitals, doctors and medications, both ranging from \$16.22 to \$17.88. That's fine, the 17 one. Okay. So the VIP Classic, dental and vision all for employee only, correct? Yes. Yeah. Okay. Anything else? Um... I don't think so, no. Uh, no, that's it. Okay. So doing those three for employee only would make your total deductions \$23.25 a week, deauthorize ManCan to make that deduction for you. Okay. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Okay. Then whenever you will have that first payroll deduction of the \$23.25 come off your paycheck. Coverage begins the Monday. We receive that deduction from ManCan seven to 10 business days later. Mm-hmm. You will receive all of your policy and ID card information in the mail. Mm-hmm. However, I do see that, uh, ManCan is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees could pay their premiums with pre-tax dollars, but that also means you must stay in these elections until the next company Open Enrollment period, or if you experience a qualified life event. Okay. However, a qualified life event... Okay. ... would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Javier, is there anything else I could help you out with today? Uh, no, that'll be all. Okay. Well, thank you for calling Benefits and A Card, and I hope you have a wonderful day, all right? You too. You have a nice evening too. Thank you, sir.

You're welcome. Bye-bye. Bye for now.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, there. Yes. Uh, I need to, um, sign in for insurance.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Yes. It's called ManCan.

Speaker speaker\_1: ManCan. And the last four of your Social?

Speaker speaker\_2: 2454.

Speaker speaker\_1: 2454. And what was your first and last name?

Speaker speaker\_2: Javier Rosas.

Speaker speaker\_1: I'm sorry. Let's see here. And did you recently just start with ManCan?

Speaker speaker\_2: Can you repeat that again?

Speaker speaker\_1: Did you recently just start with ManCan?

Speaker speaker\_2: Uh, correct. Yes. Like maybe a week ago. Yeah, a week ago.

Speaker speaker\_1: Okay, because I wasn't seeing your file in our system just yet, and so in order for me to create a file in our system to enroll you into their b- benefits, I need your full Social.

Speaker speaker\_2: Okay. 55389 2454.

Speaker speaker\_1: Okay. And will you spell your first and last name for me please?

Speaker speaker\_2: Yes. And it's, uh, J-A-V as Victor I-E-R. Rosas is R-O-S-A-S.

Speaker speaker\_1: Okay. And your home address, including city, state and zip code.

Speaker speaker\_2: Okay. Um, 1027 Austin Avenue. It's in Akron, Ohio. 44306 is the ZIP code.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: March 2, 1986.

Speaker speaker\_1: And a good telephone number has a 614-815-2669.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And do you have a good email?

Speaker speaker\_2: Yes. Javierrosas36@icloud.com.

Speaker speaker\_1: Okay. Now, did you have an idea of what you wanted to be enrolled into through ManCan or no?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay. What did you want to be enrolled into?

Speaker speaker\_2: Uh, vision, dentist, and, um...

Speaker speaker\_1: Um, uh, what else?

Speaker speaker\_2: And for, um... Ah, shoot. Um, I don't know. I forgot the name, but it's for, like, doctors, you know, doc- uh, visits, doctor visits.

Speaker speaker\_1: Uh, yeah. So they had the MEC TeleRx that just covered preventative healthcare services like physicals, diabetes screenings, vaccinations, stuff like that, at \$15.65.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: While two other medical plans that cover hospitals, doctors and medications, both ranging from \$16.22 to \$17.88.

Speaker speaker\_2: That's fine, the 17 one.

Speaker speaker\_1: Okay. So the VIP Classic, dental and vision all for employee only, correct?

Speaker speaker\_2: Yes. Yeah.

Speaker speaker\_1: Okay. Anything else?

Speaker speaker\_2: Um... I don't think so, no. Uh, no, that's it.

Speaker speaker\_1: Okay. So doing those three for employee only would make your total deductions \$23.25 a week, deauthorize ManCan to make that deduction for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Then whenever you will have that first payroll deduction of the \$23.25 come off your paycheck. Coverage begins the Monday. We receive that deduction from ManCan seven to 10 business days later.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: You will receive all of your policy and ID card information in the mail.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: However, I do see that, uh, ManCan is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees could pay their premiums with pre-tax dollars, but that also means you must stay in these elections until the next company Open Enrollment period, or if you experience a qualified life event.

Speaker speaker\_2: Okay.

Speaker speaker\_1: However, a qualified life event...

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Javier, is there anything else I could help you out with today?

Speaker speaker\_2: Uh, no, that'll be all.

Speaker speaker\_1: Okay. Well, thank you for calling Benefits and A Card, and I hope you have a wonderful day, all right?

Speaker speaker\_2: You too. You have a nice evening too. Thank you, sir.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Bye for now.