

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, I'm just checking on the, uh, the ben-, uh, medical f- benefits. Okay. Uh, what's the staffing agency you work for? Uh, MAU. And the last four of your Social? 6879. And what was your first and last name? Lorenzo Vice. And for security purposes, can you verify your home address, including city, state and zip code, Lorenzo? 1062 Sharon Knight Road, South Carolina 29479. And your date of birth? May 20th, 1960. And a good telephone number have is 843-860-0873. Yes. And the email I have is lorenzovice69 at gmail.com? Yes. Okay. Um, so looking at the file, looks like everything rolled over for 2025 coverage, the Insure Plus Basic, group accident and vision for employee plus spouse. Did you want to make changes to the coverage or did you wanna keep the same coverage? You said SM? That's medical and...? Yes. Medical- Employee plus spouse, right? Correct. So medical, group accident, and vision. Yes, sir. Okay. I need, uh, some cards. Do you have the cards? Yeah. So you became active in the, uh, 2025 coverage as of last Monday the 6th, so you should be receiving physical ID cards sometime this week. However, I can possibly email them to you if you need them right now. Uh, yeah, you could email them. Okay. Do you mind if I place you on a brief hold while I do that? Oh yes, yes. Okay. Hello, Lorenzo, are you still there? Uh, yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. I have another quick question, um. Sure. So how much would have been the dental coverage for employee plus spouse? Um, so dental for employee plus spouse would be \$6.77 per week. You're gonna add that on in there? Yeah, I can add that to the coverage for you. So let's see here. Yeah. So your current deductions right now with the medical, group accident and vision for employee plus spouse was \$35.50 per week. However, adding dental, uh, to the coverage would make your new total deductions \$42.27 per week. Do you authorize MAU- Okay. ... to make for you? Yes. Okay. So I'll go ahead and save that. Okay, so I do want to let you know that this pending enrollment does take one to two weeks to go through. Then whenever you witness that new first payroll deduction of the \$42.70, or 27 cents come off your paycheck, coverage begins the Monday we receive that deduction from MAU. All right. Seven to 10 business days with- you'll receive new physical ID cards and policy information in the mail. However, I do see that MAU 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. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Lorenzo, is there anything else I could help you

out with today? Uh, no, that'll be all. Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, all right? All right. Thank you. You're welcome. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, I'm just checking on the, uh, the ben-, uh, medical f- benefits.

Speaker speaker_1: Okay. Uh, what's the staffing agency you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6879.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Lorenzo Vice.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Lorenzo?

Speaker speaker_2: 1062 Sharon Knight Road, South Carolina 29479.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: May 20th, 1960.

Speaker speaker_1: And a good telephone number have is 843-860-0873.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is lorenzovice69 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so looking at the file, looks like everything rolled over for 2025 coverage, the Insure Plus Basic, group accident and vision for employee plus spouse. Did you want to make changes to the coverage or did you wanna keep the same coverage?

Speaker speaker_2: You said SM? That's medical and...?

Speaker speaker_1: Yes. Medical-

Speaker speaker_2: Employee plus spouse, right?

Speaker speaker_1: Correct. So medical, group accident, and vision. Yes, sir.

Speaker speaker_2: Okay. I need, uh, some cards. Do you have the cards?

Speaker speaker_1: Yeah. So you became active in the, uh, 2025 coverage as of last Monday the 6th, so you should be receiving physical ID cards sometime this week. However, I can possibly email them to you if you need them right now.

Speaker speaker_2: Uh, yeah, you could email them.

Speaker speaker_1: Okay. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_2: Oh yes, yes.

Speaker speaker_1: Okay. Hello, Lorenzo, are you still there?

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay. I have another quick question, um.

Speaker speaker_1: Sure.

Speaker speaker_2: So how much would have been the dental coverage for employee plus spouse?

Speaker speaker_1: Um, so dental for employee plus spouse would be \$6.77 per week.

Speaker speaker_2: You're gonna add that on in there?

Speaker speaker_1: Yeah, I can add that to the coverage for you. So let's see here.

Speaker speaker_2: Yeah.

Speaker speaker_1: So your current deductions right now with the medical, group accident and vision for employee plus spouse was \$35.50 per week. However, adding dental, uh, to the coverage would make your new total deductions \$42.27 per week. Do you authorize MAU-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to make for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I'll go ahead and save that. Okay, so I do want to let you know that this pending enrollment does take one to two weeks to go through. Then whenever you witness that new first payroll deduction of the \$42.70, or 27 cents come off your paycheck, coverage begins the Monday we receive that deduction from MAU.

Speaker speaker_2: All right.

Speaker speaker_1: Seven to 10 business days with- you'll receive new physical ID cards and policy information in the mail. However, I do see that MAU 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. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Lorenzo, is there anything else I could help you out with today?

Speaker speaker_2: Uh, no, that'll be all.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, all right?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.