

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, Justin. Um, I was just calling, uh, to see if I, I can update my, my insurance. Okay. What's the staffing agency you work for? Um... I don't remember. Um, let me see real quick. Um... Partners Personnel. And the last four of your Social? 6136. First and last name? Ismail Fayan. And for security purposes, could you verify your home address, including city, state and zip code, Ismail? Yes. 6748 West San Juan Avenue, Glendale, Arizona 85303. And your date of birth? 08-15-1994. And a good telephone number have is 480-490-3869. Yes. You have a good email? IsmailFayan444@gmail.com. Gmail. Okay. So, looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled. Yes. Okay. What did you want to be enrolled into? I wanted to be enrolled into the eye... Uh, for the one for the eyes. So, vision? And, uh, yes, vision and the medical. Okay. Um, which medical plan? Because they do offer five of them. One of them just covers preventative healthcare services like physicals, diabetes screenings, vaccinations, stuff like that at \$16.80. Three of them, which cover hospitals, doctors and medications ranging from \$17.66 to \$43.28. And then the last medical plan is like a combination of both preventative plus hospital, doctor and medication coverage at \$43.76. Okay. Um, \$43.76. Um, I, I would say the \$43.76. Okay. So, the MEC Enhanced and vision. Anything else? Um... Actually, uh, you don't mind changing the, the second one to the, to the second option, the, the medical one with the second? To the VIP Standard? Yes. The \$17 plan? Yes. Okay. So, the VIP Standard and vision. Anything else? Um, that'll be it. Okay. So, doing those two would make your total deductions \$19.81 per week, be authorized Partners Personnel to make the deduction for you. Okay. Okay. So, how this pending enrollment process works, it will take one to two weeks for the pending enrollment to go through. Then whenever you witness your first payroll deduction of the \$19.81 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners 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 we 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, Ismail, is there anything else I could help you out with today? Uh, no, that'll be it. Thank you. Um, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? Thank you. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hello, Justin. Um, I was just calling, uh, to see if I, I can update my, my insurance.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um... I don't remember. Um, let me see real quick. Um... Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6136.

Speaker speaker_0: First and last name?

Speaker speaker_1: Ismail Fayan.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Ismail?

Speaker speaker_1: Yes. 6748 West San Juan Avenue, Glendale, Arizona 85303.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 08-15-1994.

Speaker speaker_0: And a good telephone number have is 480-490-3869.

Speaker speaker_1: Yes.

Speaker speaker_0: You have a good email?

Speaker speaker_1: IsmailFayan444@gmail.com.

Speaker speaker_0: Gmail. Okay. So, looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What did you want to be enrolled into?

Speaker speaker_1: I wanted to be enrolled into the eye... Uh, for the one for the eyes.

Speaker speaker_0: So, vision?

Speaker speaker_1: And, uh, yes, vision and the medical.

Speaker speaker_0: Okay. Um, which medical plan? Because they do offer five of them. One of them just covers preventative healthcare services like physicals, diabetes screenings, vaccinations, stuff like that at \$16.80. Three of them, which cover hospitals, doctors and medications ranging from \$17.66 to \$43.28. And then the last medical plan is like a combination of both preventative plus hospital, doctor and medication coverage at \$43.76.

Speaker speaker_1: Okay. Um, \$43.76. Um, I, I would say the \$43.76.

Speaker speaker_0: Okay. So, the MEC Enhanced and vision. Anything else?

Speaker speaker_1: Um... Actually, uh, you don't mind changing the, the second one to the, to the second option, the, the medical one with the second?

Speaker speaker_0: To the VIP Standard?

Speaker speaker_1: Yes.

Speaker speaker_0: The \$17 plan?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, the VIP Standard and vision. Anything else?

Speaker speaker_1: Um, that'll be it.

Speaker speaker_0: Okay. So, doing those two would make your total deductions \$19.81 per week, be authorized Partners Personnel to make the deduction for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So, how this pending enrollment process works, it will take one to two weeks for the pending enrollment to go through. Then whenever you witness your first payroll deduction of the \$19.81 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners 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 we 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, Ismail, is there anything else I could help you out with today?

Speaker speaker_1: Uh, no, that'll be it. Thank you.

Speaker speaker_0: Um, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right?

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.