

## **Transcript: Justin**

**Mills-5313636877516800-4968026513129472**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, I'm trying to apply at Mancan, and they wanted me to call this number. Okay. Do you want to enroll in the benefits or did you want to opt- Yes. ... out of benefits? Enroll. Okay. So, in order for me to create a file in our system to enroll you into Mancan's benefits, I need your full social. It's 293-88-0439. And your first and last name? Allison Weakland. Spell your last name for me, Allison. W-E-A-K-L-A-N-D. And your home address, including city, state and zip code. It's 109 Coach Lane, Akron, Ohio 44312. And your date of birth? 9-18-1987. And a good telephone number have is 330-598-4461. Yes. And do you have a good email? Yeah. It's my name, Allison Weakland, it's all undercase, 87 at gmail.com. Okay. So let's see here. And did you have an idea of what you wanted to be enrolled into through Mancan or no? No. So I do know that Mancan, they do offer three different medical plans. One of them is the MBC TeleRx that covers preventative healthcare services, so like physicals, diabetes, screenings, vaccinations, stuff like that. It's \$15.65 per week. Then they offer two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits and medication coverage. Okay. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things. Okay. Those range from \$16.22 to \$17.88. Okay. However, Mancan does offer other things like FreeRx which gives out free or discounted prescription coverage, dental, short term disability, term life which is life insurance, vision, critical illness, group accident and behavioral health. Okay. I'll just go with the Standard for right now. So just the VIP Standard? Yeah. Anything else or no? No, that'd be it. Okay. So doing just medical would make your total deduction \$16.22 per week. Okay. Do you authorize Mancan to make the deduction for you? Yes. 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 witness your first payroll deduction of the \$16.22 come off your paycheck coverage- Mm-hmm. ... begins the Monday we receive that deduction from Mancan. Okay. Seven to 10 business days later you'll receive all of your policy and ID card information in the mail. Okay. However, I do see that Mancan is a Section 125 client. So what Section 125 is, it's an IRS code, which means- Mm-hmm. ... employees could pick up premiums with pre-tax dollars. But that also means you must stay in these elections until the next company- Okay. ... open appointment period, or if you experience- Mm-hmm. ... a qualified life event. Okay. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Okay. Other than that, Allison, is there anything else I could help you out with today? No, that'd be it. Awesome. Well, thank you for calling Benefits and a Card- All right. ... and I hope you have a wonderful- Okay. ... day at work. You too. Thank you. 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: Um, I'm trying to apply at Mancan, and they wanted me to call this number.

Speaker speaker\_0: Okay. Do you want to enroll in the benefits or did you want to opt-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... out of benefits?

Speaker speaker\_1: Enroll.

Speaker speaker\_0: Okay. So, in order for me to create a file in our system to enroll you into Mancan's benefits, I need your full social.

Speaker speaker\_1: It's 293-88-0439.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Allison Weakland.

Speaker speaker\_0: Spell your last name for me, Allison.

Speaker speaker\_1: W-E-A-K-L-A-N-D.

Speaker speaker\_0: And your home address, including city, state and zip code.

Speaker speaker\_1: It's 109 Coach Lane, Akron, Ohio 44312.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 9-18-1987.

Speaker speaker\_0: And a good telephone number have is 330-598-4461.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And do you have a good email?

Speaker speaker\_1: Yeah. It's my name, Allison Weakland, it's all undercase, 87 at gmail.com.

Speaker speaker\_0: Okay. So let's see here. And did you have an idea of what you wanted to be enrolled into through Mancan or no?

Speaker speaker\_1: No.

Speaker speaker\_0: So I do know that Mancan, they do offer three different medical plans. One of them is the MBC TeleRx that covers preventative healthcare services, so like physicals, diabetes, screenings, vaccinations, stuff like that. It's \$15.65 per week. Then they

offer two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits and medication coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Those range from \$16.22 to \$17.88.

Speaker speaker\_1: Okay.

Speaker speaker\_0: However, Mancan does offer other things like FreeRx which gives out free or discounted prescription coverage, dental, short term disability, term life which is life insurance, vision, critical illness, group accident and behavioral health.

Speaker speaker\_1: Okay. I'll just go with the Standard for right now.

Speaker speaker\_0: So just the VIP Standard?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Anything else or no?

Speaker speaker\_1: No, that'd be it.

Speaker speaker\_0: Okay. So doing just medical would make your total deduction \$16.22 per week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you authorize Mancan to make the deduction for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Then whenever you witness your first payroll deduction of the \$16.22 come off your paycheck coverage-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... begins the Monday we receive that deduction from Mancan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Seven to 10 business days later you'll receive all of your policy and ID card information in the mail.

Speaker speaker\_1: Okay.

Speaker speaker\_0: However, I do see that Mancan is a Section 125 client. So what Section 125 is, it's an IRS code, which means-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... employees could pick up premiums with pre-tax dollars. But that also means you must stay in these elections until the next company-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... open appointment period, or if you experience-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... a qualified life event.

Speaker speaker\_1: Okay.

Speaker speaker\_0: However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Other than that, Allison, is there anything else I could help you out with today?

Speaker speaker\_1: No, that'd be it.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits and a Card-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... and I hope you have a wonderful-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... day at work.

Speaker speaker\_1: You too. Thank you. Bye-bye.