

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? Hi. Um, I was told to, uh, enroll in my benefits for my temp agency. Okay. What's the staffing agency you work for? Partners Personnel. And the last four of your social? 2553. And what was your first and last name? Octavia Jackson. And for security purposes, can you verify your home address, including city, state and zip code, Octavia? 1698 Rangewood Drive, Northwest Conyers, Georgia 30012. And your date of birth? October 12, 2001. And a good telephone number to have is 470-814-4986 . Yes. And the email has octaviajackson848@gmail.com? Yes. Okay. Now did you have an idea of what you wanted to be enrolled into or no? No. Okay. So I do know that Partners Personnel, they do offer five different medical plans. One of the medical plans is the MEC Paleo Rx. Now that just covers your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, STD checks, pretty much things that generally make you stay healthy. \$16.80 per week. Okay. Then they have three other medical plans and they're VIP plans. Those actually cover your hospitals, doctors and medication coverage. The only major difference between the Standard, Plus and the Prime is how much the insurance carrier pays to cover things. But those range from \$17.66 to \$43.28. However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 a week. Mm-hmm. Now, I do know that Partners does offer other things like Free Rx, which gives out free or discounted prescription coverage, dental, short-term disability, term life which is life insurance, vision, critical illness, and group accident. I'm sorry. The phone had connected to the car. Uh, I stated Partners offers other things like dental, um, short-term disability, term life which is life insurance, uh, vision, critical illness, group accident, and behavioral health. Okay. Uh, the VIP sounds perfect actually. Okay. So the VIP Standard? Yes. Okay. Yeah, so just medical. Anything else? Um... And how much is the dental? How much comes out with the dental? Um, so dental would be \$3.63 per week. Okay. Yeah, we could do dental too. Okay. So the VIP Standard and dental for employee only. Anything else? Uh, that's it. Okay. So doing those two would make your total deductions \$21.29 per week. Do you authorize Partners to make that deduction for you? Yes. Okay. Now I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first pay- Hello. Are you still there? Yeah. Okay. Um, so my mic was muted. What was the last thing that you heard? Oh, oh. You told me it'd be like one to, one to two days to verify, I mean one to two weeks to verify it. Okay. Yes. The pending enrollments take one to two weeks to go through. Um, deduction of \$21.29 that come off your paycheck. Coverage begins the Monday we receive it from Partners. Um, and I also advised you of a Section 125. So Section 125 is a, an IRS code which means the employees could pay your 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. But other than that, is there anything else I could assist you with today? Um, I think that's it. Awesome. Well, thank you for calling Benefits and Card and I hope you have a wonderful day, okay? Thank you. Same to you. 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: Hi. Um, I was told to, uh, enroll in my benefits for my temp agency.

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

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 2553.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Octavia Jackson.

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

Speaker speaker_1: 1698 Rangewood Drive, Northwest Conyers, Georgia 30012.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: October 12, 2001.

Speaker speaker_0: And a good telephone number to have is 470-814-4986 .

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has octaviajackson848@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: No.

Speaker speaker_0: Okay. So I do know that Partners Personnel, they do offer five different medical plans. One of the medical plans is the MEC Paleo Rx. Now that just covers your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, STD checks, pretty much things that generally make you stay healthy. \$16.80 per week.

Speaker speaker_1: Okay.

Speaker speaker_0: Then they have three other medical plans and they're VIP plans. Those actually cover your hospitals, doctors and medication coverage. The only major difference between the Standard, Plus and the Prime is how much the insurance carrier pays to cover things. But those range from \$17.66 to \$43.28. However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 a week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Now, I do know that Partners does offer other things like Free Rx, which gives out free or discounted prescription coverage, dental, short-term disability, term life which is life insurance, vision, critical illness, and group accident.

Speaker speaker_1: I'm sorry. The phone had connected to the car.

Speaker speaker_0: Uh, I stated Partners offers other things like dental, um, short-term disability, term life which is life insurance, uh, vision, critical illness, group accident, and behavioral health.

Speaker speaker_1: Okay. Uh, the VIP sounds perfect actually.

Speaker speaker_0: Okay. So the VIP Standard?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah, so just medical. Anything else?

Speaker speaker_1: Um... And how much is the dental? How much comes out with the dental?

Speaker speaker_0: Um, so dental would be \$3.63 per week.

Speaker speaker_1: Okay. Yeah, we could do dental too.

Speaker speaker_0: Okay. So the VIP Standard and dental for employee only. Anything else?

Speaker speaker_1: Uh, that's it.

Speaker speaker_0: Okay. So doing those two would make your total deductions \$21.29 per week. Do you authorize Partners to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first pay- Hello. Are you still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so my mic was muted. What was the last thing that you heard?

Speaker speaker_1: Oh, oh. You told me it'd be like one to, one to two days to verify, I mean one to two weeks to verify it.

Speaker speaker_0: Okay. Yes. The pending enrollments take one to two weeks to go through. Um, deduction of \$21.29 that come off your paycheck. Coverage begins the Monday we receive it from Partners. Um, and I also advised you of a Section 125. So Section 125 is a, an IRS code which means the employees could pay your 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. But other than that, is there anything else I could assist you with today?

Speaker speaker_1: Um, I think that's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and Card and I hope you have a wonderful day, okay?

Speaker speaker_1: Thank you. Same to you.

Speaker speaker_0: Thank you. Bye-bye.