

Transcript: Justin

Mills-5471409880907776-5487729263460352

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, um, I'm looking to enroll in benefits, I guess. Okay. What's- I got a message saying I need to enroll. What's the staffing agency you work for? Uh, I guess Partners Personal, the one that And the last four of your social? Uh, 5783. And what was your first and last name? Uh, Matthew Hap. And for security purposes, can you verify the home address, including city, state and zip code, Matthew? Uh, yeah, it's 40237 Vidette Circle, uh, 92591. And your date of birth? Um, August 6th, 1998. And a good telephone number you have is 951-234-2582. Yes. And the email you have is matthap@me.com? Yeah. Okay. And now did you have an idea of what you wanted to be enrolled into through Partners or no? Um, no, I tried to log in to the website and it won't let me at the moment. Um, but I guess just a base plan if there is one. So... Okay, 'cause I do know that Partners, they offer five different medical plans. One is the MEC TeleRX, that's \$16.80. Now that covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. Uh, three other medical plans, the VIP plans, those actually cover hospitals, doctors and medications. The only major difference between the standard, plus and the prime is how much the insurance carrier pays more to cover things. Um, but those range 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 a week, and that's the MEC Enhanced. Okay. Um, so the one that's \$17, um, what does that one include again? That one covers hospitals, doctors and medications. Okay. Um, I guess I'll probably do that one. Okay. And I do know that Partners does offer other things like free RX, which gives that free or discounted prescription coverage, dental, short-term disability, term life which is life insurance, vision, critical illness, group accident. Okay. And, um, that... Would that, um, be like a added price to everything as well? Correct. Those are additional benefit options that can be added. Okay. And then am I able to add those like at any time, or is it, um, like for the year? Um, so you're within your personal open enrollment period which is 30 days from your first paycheck, um, so you're only allowed to enroll right now. Okay. Hmm. Um, I guess I would, uh, I guess I would just go with the first one, uh, that's the \$17 at the moment. Okay, so just medical? Yeah, just medical. Okay, so doing medical only would make your total deduction \$17.66 a week. Do you authorize Partners to make that deduction for you? Yes. Okay, so I do wanna let you know that this pending enrollment will take one to two weeks to go through. And whenever you witness that first payroll deduction of the \$17.66 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. Seven to ten 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 can 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, Matthew, is there anything else I can help you with today? Um, no, that'd be it. Okay. Well, thank you for calling Benefits and a Card, and hope you have a wonderful day, all right? Thank you, you too. Have a good day. All right, bye-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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, um, I'm looking to enroll in benefits, I guess.

Speaker speaker_1: Okay. What's-

Speaker speaker_2: I got a message saying I need to enroll.

Speaker speaker_1: What's the staffing agency you work for?

Speaker speaker_2: Uh, I guess Partners Personal, the one that

Speaker speaker_3: And the last four of your social?

Speaker speaker_2: Uh, 5783.

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

Speaker speaker_2: Uh, Matthew Hap.

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

Speaker speaker_2: Uh, yeah, it's 40237 Vidette Circle, uh, 92591.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Um, August 6th, 1998.

Speaker speaker_1: And a good telephone number you have is 951-234-2582.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email you have is matthap@me.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And now did you have an idea of what you wanted to be enrolled into through Partners or no?

Speaker speaker_2: Um, no, I tried to log in to the website and it won't let me at the moment. Um, but I guess just a base plan if there is one. So...

Speaker speaker_1: Okay, 'cause I do know that Partners, they offer five different medical plans. One is the MEC TeleRX, that's \$16.80. Now that covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. Uh, three other medical plans, the VIP plans, those actually cover hospitals, doctors and medications. The only major difference between the standard, plus and the prime is how much the insurance carrier pays more to cover things. Um, but those range 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 a week, and that's the MEC Enhanced.

Speaker speaker_2: Okay. Um, so the one that's \$17, um, what does that one include again?

Speaker speaker_1: That one covers hospitals, doctors and medications.

Speaker speaker_2: Okay. Um, I guess I'll probably do that one.

Speaker speaker_1: Okay. And I do know that Partners does offer other things like free RX, which gives that free or discounted prescription coverage, dental, short-term disability, term life which is life insurance, vision, critical illness, group accident.

Speaker speaker_2: Okay. And, um, that... Would that, um, be like a added price to everything as well?

Speaker speaker_1: Correct. Those are additional benefit options that can be added.

Speaker speaker_2: Okay. And then am I able to add those like at any time, or is it, um, like for the year?

Speaker speaker_1: Um, so you're within your personal open enrollment period which is 30 days from your first paycheck, um, so you're only allowed to enroll right now.

Speaker speaker_2: Okay. Hmm. Um, I guess I would, uh, I guess I would just go with the first one, uh, that's the \$17 at the moment.

Speaker speaker_1: Okay, so just medical?

Speaker speaker_2: Yeah, just medical.

Speaker speaker_1: Okay, so doing medical only would make your total deduction \$17.66 a week. Do you authorize Partners to make that deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so I do wanna let you know that this pending enrollment will take one to two weeks to go through. And whenever you witness that first payroll deduction of the \$17.66 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. Seven to ten 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 can 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, Matthew, is there anything else I can help you with today?

Speaker speaker_2: Um, no, that'd be it.

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

Speaker speaker_2: Thank you, you too. Have a good day.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.