

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'm here and I just did me a, a application for the, uh, you know, ManCan, uh, and they told me that I need to call y'all so I could enroll in benefits. Okay, so ManCan, and you said you recently just started with them? Yeah, I'm, I'm just right now I'm doing my application, but I was told that, uh, I need to call this number and, um, let y'all know that I need benefits. 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. Okay. 287049395. And your first and last name? Lashan. That would be L-A-S-H-A-N. Last name is Ruppel. R-U-P-L-E. And your home address, including city, state and zip code. Okay. 1384 Pondview, Akron, Ohio 44305. And your date of birth. 9/30/1999. And a good telephone number has 330-802-1597? Yes. And do you have a good email? Yes. Uh, S-O-W-A-V-Y-R-U-P-L-E gmail.com. Gmail. Okay, so let's see here. And did you have an idea of what you wanted to be enrolled into or no? Um, what's all y'all got? I know y'all got dental and, um... I know insurance. Okay, um, so let's see. Can, can you name some of the benefits, please? Thank you. Yeah. Let's see here. Um, so they do offer three medical plans. One of them is the MEC-TeleRx, which just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. It's \$15.65 per week. Then they have two other medical plans, the VIP plans, which cover hospitals, doctors and medications. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things, but those range from \$16.22 to \$17.88. 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. Okay, um, okay, I know what I am going on. I know I am gonna need the insurance. You know that you said that they cover, um, you know, the one you said like, like doctor's, ho- hospital, you know, like the health insurance. I'm gonna need that. Okay, so one of the VIP plans? Mm-hmm. Yeah. Okay. Anything else? And, uh, I'm gonna need, uh, the medical, you know, for dental and stuff like that and, uh, life insurance. Okay, so medical, dental and life insurance. And short-term disability. And short-term, okay. Anything else? Uh, I think that's okay for now. Okay, so we have the VIP Standard, which is your medical plan, dental, short-term disability and term life all for employee only, correct? Yes. Okay, so doing all of those would make your total deductions \$25.22 per week if you authorize ManCan to make that deduction for you. Um, yeah. Okay, and who do you want to put down as your beneficiary for the term life? Um, who can I put down? Can I put down myself or... Um, so say if something happens to you, who do you want the benefit going to? Oh, can it, um... Can it be, who the benefit going to is someone... Oh, oh, the life insurance, right? Correct, a beneficiary, yes. Can I put down my, um, my mom? I can put her down. Her first name? Tia. Tia. Same last name? Yes. Okay. All right. Okay. So 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 payroll deduction of the \$25.22 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. 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 ManCan 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, is there anything else I can help y'all with today? That was it. Awesome. Well, you have a wonderful day, okay? You too. All right, 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: Hi, um, I'm here and I just did me a, a application for the, uh, you know, ManCan, uh, and they told me that I need to call y'all so I could enroll in benefits.

Speaker speaker_0: Okay, so ManCan, and you said you recently just started with them?

Speaker speaker_1: Yeah, I'm, I'm just right now I'm doing my application, but I was told that, uh, I need to call this number and, um, let y'all know that I need benefits.

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: Okay. 287049395.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Lashan. That would be L-A-S-H-A-N. Last name is Ruppel. R-U-P-L-E.

Speaker speaker_0: And your home address, including city, state and zip code.

Speaker speaker_1: Okay. 1384 Pondview, Akron, Ohio 44305.

Speaker speaker_0: And your date of birth.

Speaker speaker_1: 9/30/1999.

Speaker speaker_0: And a good telephone number has 330-802-1597?

Speaker speaker_1: Yes.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Yes. Uh, S-O-W-A-V-Y-R-U-P-L-E gmail.com.

Speaker speaker_0: Gmail. Okay, so let's see here. And did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: Um, what's all y'all got? I know y'all got dental and, um... I know insurance.

Speaker speaker_0: Okay, um, so let's see.

Speaker speaker_1: Can, can you name some of the benefits, please? Thank you.

Speaker speaker_0: Yeah. Let's see here. Um, so they do offer three medical plans. One of them is the MEC-TeleRx, which just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. It's \$15.65 per week. Then they have two other medical plans, the VIP plans, which cover hospitals, doctors and medications. The only major difference between the Standard and the Classic is how much the insurance carrier pays to cover things, but those range from \$16.22 to \$17.88. 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. Okay, um, okay, I know what I am going on. I know I am gonna need the insurance. You know that you said that they cover, um, you know, the one you said like, like doctor's, ho- hospital, you know, like the health insurance. I'm gonna need that.

Speaker speaker_0: Okay, so one of the VIP plans?

Speaker speaker_1: Mm-hmm. Yeah.

Speaker speaker_0: Okay. Anything else?

Speaker speaker_1: And, uh, I'm gonna need, uh, the medical, you know, for dental and stuff like that and, uh, life insurance.

Speaker speaker_0: Okay, so medical, dental and life insurance.

Speaker speaker_1: And short-term disability.

Speaker speaker_0: And short-term, okay. Anything else?

Speaker speaker_1: Uh, I think that's okay for now.

Speaker speaker_0: Okay, so we have the VIP Standard, which is your medical plan, dental, short-term disability and term life all for employee only, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so doing all of those would make your total deductions \$25.22 per week if you authorize ManCan to make that deduction for you.

Speaker speaker_1: Um, yeah.

Speaker speaker_0: Okay, and who do you want to put down as your beneficiary for the term life?

Speaker speaker_1: Um, who can I put down? Can I put down myself or...

Speaker speaker_0: Um, so say if something happens to you, who do you want the benefit going to?

Speaker speaker_1: Oh, can it, um... Can it be, who the benefit going to is someone... Oh, oh, the life insurance, right?

Speaker speaker_0: Correct, a beneficiary, yes.

Speaker speaker_1: Can I put down my, um, my mom?

Speaker speaker_0: I can put her down. Her first name?

Speaker speaker_1: Tia.

Speaker speaker_0: Tia. Same last name?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. Okay. So 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 payroll deduction of the \$25.22 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. 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 ManCan 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, is there anything else I can help y'all with today?

Speaker speaker_1: That was it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.