

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, my name is Harmony Percy and I'm calling to see about getting benefits through work. I work for ManCan and this is their open enrollment period, I believe. Yeah, let me check on that for you. Uh, so ManCan, what's the last four of your Social? Uh, 7790. And for security purposes, could you verify your home address, including city, state and zip code, Harmony? Yeah. 808 26th Street. Usher, enough. Uh, Northeast Canton, Ohio, 44714. And your date of birth? 11/23/99. And a good telephone number have as 330-224-7468. Yes. And the email I have as harmonybreeze99@gmail.com. That is correct. Okay, so looking at the file, it looks like you're in a pending request sent for enrollment for the VIP Standard, which is your medical plan, and dental for employee only. So it looks like you should be experiencing deductions sometime this week, for you to become active around next week. All right, I just wanted to make sure. Awesome. Well, is there anything else I could assist you with today, Harmony? Nope, uh, I did have one question. Yes. Well two, technically. Uh, so it is about the domestic partner form. Do both of us need to have two witnesses each for a total of four, or can we both have the same two witnesses? Um, I believe it's the same two witnesses, um, but let me verify that. Do you mind if I place you in a brief hold for a second? That's fine. Okay. Hello, Harmony, you still there? Yes. Awesome. Thank you so much for holding. Um, so to answer your question earlier, that would actually be a great question to ask ManCan, uh, HR, um, because that's totally up to them. Um, they're the ones who determine if the- what the, uh, for domestic partners, how many, uh, witnesses that there needs to be. Um, we're just the benefit administrators that send you the information. They're the ones who make that final decision to determine whether- how many witnesses you need, if that makes any sense. All right. That is actually a big help. And can I add a behavioral health onto the insurance while I got ya? Yeah. Let me go ahead and do that. For employee only for now? Uh, yes. Okay. Dental. So the VIP standard and dental was \$19.60. However, adding behavioral health would make your new total deductions \$20.98 per week, okay? That's fine. Okay. Let me go ahead and save that. So there will be a pending request or pending enrollment process for behavioral health. Um, it will take one to two weeks to officially go through. And then whenever you witness that deduction of \$20.98 come off your check, that's how you know, behavioral health was added to the coverage for you, okay? All right. Thank you. You're welcome. But other than that, is there anything else I can assist you with today, Harmony? Uh, no, I think my other question would also be directed to ManCan HR then. Okay. Um, well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? You too. Have a great one. You as well. Bye-bye. Bye. What the heck?

Conversation Format

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

Speaker speaker_1: Hi, Justin. Um, my name is Harmony Percy and I'm calling to see about getting benefits through work. I work for ManCan and this is their open enrollment period, I believe.

Speaker speaker_0: Yeah, let me check on that for you. Uh, so ManCan, what's the last four of your Social?

Speaker speaker_1: Uh, 7790.

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

Speaker speaker_1: Yeah. 808 26th Street. Usher, enough. Uh, Northeast Canton, Ohio, 44714.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/23/99.

Speaker speaker_0: And a good telephone number have as 330-224-7468.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have as harmonybreeze99@gmail.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay, so looking at the file, it looks like you're in a pending request sent for enrollment for the VIP Standard, which is your medical plan, and dental for employee only. So it looks like you should be experiencing deductions sometime this week, for you to become active around next week.

Speaker speaker_1: All right, I just wanted to make sure.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today, Harmony?

Speaker speaker_1: Nope, uh, I did have one question.

Speaker speaker_0: Yes.

Speaker speaker_1: Well two, technically. Uh, so it is about the domestic partner form. Do both of us need to have two witnesses each for a total of four, or can we both have the same two witnesses?

Speaker speaker_0: Um, I believe it's the same two witnesses, um, but let me verify that. Do you mind if I place you in a brief hold for a second?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay. Hello, Harmony, you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. Um, so to answer your question earlier, that would actually be a great question to ask ManCan, uh, HR, um, because that's totally up to them. Um, they're the ones who determine if the- what the, uh, for domestic partners, how many, uh, witnesses that there needs to be. Um, we're just the benefit administrators that send you the information. They're the ones who make that final decision to determine whether- how many witnesses you need, if that makes any sense.

Speaker speaker_1: All right. That is actually a big help. And can I add a behavioral health onto the insurance while I got ya?

Speaker speaker_0: Yeah. Let me go ahead and do that. For employee only for now?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. Dental. So the VIP standard and dental was \$19.60. However, adding behavioral health would make your new total deductions \$20.98 per week, okay?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay. Let me go ahead and save that. So there will be a pending request or pending enrollment process for behavioral health. Um, it will take one to two weeks to officially go through. And then whenever you witness that deduction of \$20.98 come off your check, that's how you know, behavioral health was added to the coverage for you, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. But other than that, is there anything else I can assist you with today, Harmony?

Speaker speaker_1: Uh, no, I think my other question would also be directed to ManCan HR then.

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

Speaker speaker_1: You too. Have a great one.

Speaker speaker_0: You as well. Bye-bye.

Speaker speaker_1: Bye. What the heck?