

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? How you doing? Uh, my name is Jesus Ramirez and I've been receiving these text messages about the- A-B-C- ... uh, benefits. ... 04-A0A. So, you received a text message about benefits? Yeah. Yeah, so that message you received was just a courtesy reminder from your employer letting you know that you're eligible to be enrolled into their health insurance. Um- Okay. ... however, did you receive a benefit guide through that employer? No, not yet. Uh, you're talking about Partners, correct? Yeah, so Partners Personnel. Yeah, so that's your employer? Yeah. Yeah. Okay, did you receive a benefit guide through them or no? No, I haven't. Okay, so what I'll go ahead and do, I'll email you a copy of the benefit guide just so you have it, and then I'll give you a brief rundown. But let me try pulling your file first for you, okay? You got it. Okay, so Partners Personnel. What's the last four of your Social? Uh, 9523. Okay. And for security purposes, could you verify your home address including city, state and ZIP Code, Jesus? Yeah. It's going to be San Pedro, California. Hold on, okay, boss? Give me one second, let me get that for you 'cause... Uh, hold on. Okay, it's gonna be 208 South Center- Center Street, Apartment 261 in San Pedro, California 90731. And your date of birth? It's 12/18/1975. And if your telephone number I have is 310-748-0945? Yes, sir. And the email I have is JRamirez197518 at gmail? Yes, sir. Okay, so let's see here. So, the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. Now, I do know that Partners, they do offer five different medical plans. One of the medical plans is the MEC TeleRx. Now, that one just covers preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$16.80 per week. Then they have three other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits 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. And then the last- Okay. ... medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 per week. Wow. And if I want to stay with the basic one right now, can I do that? And then if I want to change, can I just call you guys back again and, and change it? Um, well, I do know you have 30 days from your first paycheck to get enrolled in the benefits- Uh-huh. ... because that's considered your personal open enrollment period. Okay. However, Partners is a Section 125 client, so once you're enrolled, you're actually locked in onto these plans until the next open enrollment or if you experience a qualified life event. Okay. But since, you know, I still got to... I mean, I haven't made 30 days with them. I'm, I might... I'm, I know I'm coming close, but I know I'm, I haven't done the 30 days, have I? Uh, so let's see. So, we received your hire date as February 10th of 2025. So, your cutoff date would probably be

March 8th or March 9th. Let me verify that. Bear with me one second. Yes, please. Calendar. Calculator. So, let's see here. So, 2/10. Is there any way that you can send me a text with those, uh, uh, uh, prices, the, the, the money that you just told me right now for every benefit? Um, yeah. So that was in the benefit guide that I emailed you. Oh, okay. Cool, cool, cool. So I'ma, I'ma look at that. If you send it already, I'ma look at that and, uh, you say I have until the March 8th or 9th you say? Yeah, let me... 'cause I'm verifying that. Give me one second. Yes, thank you. Okay, so it looks like your cutoff date would be March 12th. March 12th. Okay, so I'ma look at the guide that you sent me and then I'ma go from there and then I give you guys a call back. Awesome. Sounds great. All right. Thank you very much, man. I appreciate it. Thank you. You're welcome, Jesus. You have a great day, okay? Thank you, sir. Bye-bye. All right. Bye-bye.

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: How you doing? Uh, my name is Jesus Ramirez and I've been receiving these text messages about the-

Speaker speaker_2: A-B-C-

Speaker speaker_1: ... uh, benefits.

Speaker speaker_2: ... 04-A0A.

Speaker speaker_0: So, you received a text message about benefits?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah, so that message you received was just a courtesy reminder from your employer letting you know that you're eligible to be enrolled into their health insurance. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... however, did you receive a benefit guide through that employer?

Speaker speaker_1: No, not yet. Uh, you're talking about Partners, correct?

Speaker speaker_0: Yeah, so Partners Personnel. Yeah, so that's your employer?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Okay, did you receive a benefit guide through them or no?

Speaker speaker_1: No, I haven't.

Speaker speaker_0: Okay, so what I'll go ahead and do, I'll email you a copy of the benefit guide just so you have it, and then I'll give you a brief rundown. But let me try pulling your file

first for you, okay?

Speaker speaker_1: You got it.

Speaker speaker_0: Okay, so Partners Personnel. What's the last four of your Social?

Speaker speaker_1: Uh, 9523.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address including city, state and ZIP Code, Jesus?

Speaker speaker_1: Yeah. It's going to be San Pedro, California. Hold on, okay, boss? Give me one second, let me get that for you 'cause... Uh, hold on. Okay, it's gonna be 208 South Center- Center Street, Apartment 261 in San Pedro, California 90731.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: It's 12/18/1975.

Speaker speaker_0: And if your telephone number I have is 310-748-0945?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is JRamirez197518 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. So, the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Now, I do know that Partners, they do offer five different medical plans. One of the medical plans is the MEC TeleRx. Now, that one just covers preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$16.80 per week. Then they have three other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits 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. And then the last-

Speaker speaker_1: Okay.

Speaker speaker_0: ... medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 per week.

Speaker speaker_1: Wow. And if I want to stay with the basic one right now, can I do that? And then if I want to change, can I just call you guys back again and, and change it?

Speaker speaker_0: Um, well, I do know you have 30 days from your first paycheck to get enrolled in the benefits-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... because that's considered your personal open enrollment period.

Speaker speaker_1: Okay.

Speaker speaker_0: However, Partners is a Section 125 client, so once you're enrolled, you're actually locked in onto these plans until the next open enrollment or if you experience a qualified life event.

Speaker speaker_1: Okay. But since, you know, I still got to... I mean, I haven't made 30 days with them. I'm, I might... I'm, I know I'm coming close, but I know I'm, I haven't done the 30 days, have I?

Speaker speaker_0: Uh, so let's see. So, we received your hire date as February 10th of 2025. So, your cutoff date would probably be March 8th or March 9th. Let me verify that. Bear with me one second.

Speaker speaker_1: Yes, please.

Speaker speaker_0: Calendar. Calculator. So, let's see here. So, 2/10.

Speaker speaker_1: Is there any way that you can send me a text with those, uh, uh, uh, prices, the, the, the money that you just told me right now for every benefit?

Speaker speaker_0: Um, yeah. So that was in the benefit guide that I emailed you.

Speaker speaker_1: Oh, okay. Cool, cool, cool. So I'ma, I'ma look at that. If you send it already, I'ma look at that and, uh, you say I have until the March 8th or 9th you say?

Speaker speaker_0: Yeah, let me... 'cause I'm verifying that. Give me one second.

Speaker speaker_1: Yes, thank you.

Speaker speaker_0: Okay, so it looks like your cutoff date would be March 12th.

Speaker speaker_1: March 12th. Okay, so I'ma look at the guide that you sent me and then I'ma go from there and then I give you guys a call back.

Speaker speaker_0: Awesome. Sounds great.

Speaker speaker_1: All right. Thank you very much, man. I appreciate it. Thank you.

Speaker speaker_0: You're welcome, Jesus. You have a great day, okay?

Speaker speaker_1: Thank you, sir. Bye-bye.

Speaker speaker_0: All right. Bye-bye.