

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, I am new employee with Creative and, um, I am trying to enroll in my health insurance benefits. Mokay, so Creative Circle, what's the last four of your Social so I can pull your file for you? Last four is two, four, eight, three. And what was your first and last name again? I'm sorry. First, Faye. Last name is And for security purposes, could you verify the home address, including city, state and zip code, Faye? Uh, it's 433 Oak Manor Drive, Fairfax, California 94930. And confirm your date of birth. February 13th, '78. And a good telephone number I have is 601-3346. That's it. And the email I have is your first last name at Gmail. That's it. Mokay, now did you have an idea of what you wanted to be enrolled into or no? Um, I do, yeah. I called, um, a couple weeks ago to get, uh, the benefits explained to me. Um, I am, I would love... I think I'll... um, going to get the Insure . Um, just for myself, I'm an individual, I'm not married or have children. Um, and it sounds like the deduction for that is 1721, but then it doesn't include preventative care. So, would I have to add the Stay Healthy and tell- TeleRX to get preventative care too? Correct. Yes, ma'am. Okay, so let's go ahead, yeah, add that as well then. Mokay, so the Insure Plus Basic and the MBC TeleRX for employee only. Anything else? That's it. Mokay. So, doing those two for employee only would make your total deductions \$32.79 per week. Do you authorize Creative Circle to make the deduction for you? Yes, sir. Mokay. So, I'm going to save that. And I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$32.79 come off your paycheck, coverage begins the Monday we receive that deduction from Creative Circle. 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 Creative Circle 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, births or adoption of a child, or gaining coverage elsewhere. But other than that, Faye, is there anything else I could help you out with today? Nope, that is it. Sorry, can you, um, tell me how long, um, again it... it will take for... did you say, uh, it'll take one to two weeks for the enrollment to begin? Correct. So, one to two weeks for the pending enrollment process. And then physical ID cards would be received at your home address within seven to 10 business days after you become active. Got it. Got it. That's it then. Awesome. Well, thank you for calling Benefits in a Card. Hope you have a wonderful weekend. Okay? Thank you. You're welcome. Bye-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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Um, I am new employee with Creative and, um, I am trying to enroll in my health insurance benefits.

Speaker speaker_1: Mokay, so Creative Circle, what's the last four of your Social so I can pull your file for you?

Speaker speaker_2: Last four is two, four, eight, three.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: First, Faye. Last name is

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

Speaker speaker_2: Uh, it's 433 Oak Manor Drive, Fairfax, California 94930.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: February 13th, '78.

Speaker speaker_1: And a good telephone number I have is 601-3346.

Speaker speaker_2: That's it.

Speaker speaker_1: And the email I have is your first last name at Gmail.

Speaker speaker_2: That's it.

Speaker speaker_1: Mokay, now did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_2: Um, I do, yeah. I called, um, a couple weeks ago to get, uh, the benefits explained to me. Um, I am, I would love... I think I'll... um, going to get the Insure . Um, just for myself, I'm an individual, I'm not married or have children. Um, and it sounds like the deduction for that is 1721, but then it doesn't include preventative care. So, would I have to add the Stay Healthy and tell- TeleRX to get preventative care too?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: Okay, so let's go ahead, yeah, add that as well then.

Speaker speaker_1: Mokay, so the Insure Plus Basic and the MBC TeleRX for employee only. Anything else?

Speaker speaker_2: That's it.

Speaker speaker_1: Mokay. So, doing those two for employee only would make your total deductions \$32.79 per week. Do you authorize Creative Circle to make the deduction for you?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Mokay. So, I'm going to save that. And I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$32.79 come off your paycheck, coverage begins the Monday we receive that deduction from Creative Circle. 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 Creative Circle 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, births or adoption of a child, or gaining coverage elsewhere. But other than that, Faye, is there anything else I could help you out with today?

Speaker speaker_2: Nope, that is it. Sorry, can you, um, tell me how long, um, again it... it will take for... did you say, uh, it'll take one to two weeks for the enrollment to begin?

Speaker speaker_1: Correct. So, one to two weeks for the pending enrollment process. And then physical ID cards would be received at your home address within seven to 10 business days after you become active.

Speaker speaker_2: Got it. Got it. That's it then.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card. Hope you have a wonderful weekend. Okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.