

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Incurage. This is Justin. How can I help you today? Hi, Justin. My name is Brandon Fowler. I was wondering if... I've been wanting to get my, uh, current plan, and I had a question about my plan as well. Uh, on my paycheck I noticed some weeks, uh, stuff is deducted. Some weeks, um, nothing is deducted and I've been getting refunds and just wanted to kind of see what's going on. Okay. What's the staffing agency you work for? MAU. And the last four of your Social? 3181. And for security purposes, can you verify your home address, including city, state and zip code? 36 Moreland Lane, Greer, South Carolina 29650. And your date of birth? 01/17/92. And I guess phone number I have is 864-641-8654? Correct. And the email I have is brandon92fowler at gmail? Correct. Okay, so let's see here. Let's see. So the only thing that I'm seeing right now is dental for employee plus child, however, I do know that you have a MVP enrollment for employee plus child as well. Was that the deduction that you were questioning about? Yeah, so I thought that employee... I mean, I'm not complaining. I thought employee plus child was 187 a week. I've only been getting deducted 112 a week. Let's see here. 187. Let's see. So I do know that with MAU, um, with the MVP enro- or the MVP medical plan, um, it's based off your income as well, so it's a percentage of your income. So it's not fully that 187.92, um, so it's probably based off whatever you make. Um, but let me confirm that, because I do know that I had a meeting with MAU regarding that not too long ago. Um, here, do you mind if I place you on a brief hold for a second? No. That's all right. Okay. Hello, Brandon. You still there? Yes, I'm here. Awesome. Thank you so much for holding. Um, so I did confirm, um, with my back office. So the reason why, uh, the, the MVP enrollment is not 187, it's that other deduction that you're experiencing, is because it's based off your income. So whatever you make monthly, it was a small percentage of that, um, so whatever that final deduction is is what that percentage would, would have been. Um, but I mean, I can reach out to, uh, the head, uh, account manager for MAU and to see wha- exactly why that is occurring. But I do know that the... Uh, with the MVP enrollment it... There is a percentage where that deduction does come out. Um, so it's not the full 187, it's like a percentage of your monthly income, if that makes any sense. No, it's fine. Well, that, well, that... I actually like that. Okay, let's do it. Um, but then I have one more question. Um- Sure. ... like I said, I've noticed that some weeks it's deducted, some weeks it's not. This past week I got a refund, I'm not sure what I got a refund for. And, uh, I'm just, you know, wanting to make sure that my coverage is there and there's no gaps, like, just why it's, like I said, some weeks that I get deducted and some weeks I don't have a deduction and I get refunds on them. I totally, totally understand. Um, so with the, with the MVP enrollment, they are weekly deductions, um, but I'm... I can reach out to my back office to confirm why you do experience deductions and then why some weeks you don't. Um, and then once I get- So it

sounds like it's a refund? Yeah, and then why you receive a refund sometimes. Um, but I can reach out to my back office to confirm everything with them, and then once I do receive word back and give you a call back going more in depth on why. Okay, that's fine. Okay. Um, but other than that, Brandon, is there anything else that I can assist you with today? Um, well, I guess at the same time too, um, I know it's open enrollment and I was, I figured I had to call this number to make any changes. I do want to, uh, take my son off. He, uh, is finishing his Medicaid, so I can take him off as well at this time. Okay, so you just want that MVP enrollment for employee only and dental for employee only? Yes. Correct. Okay. Let's, let's see here. Well, I'll say at the moment, let's keep dental for both of us, just because I'm not sure, um, how Medicaid works with his dental, but definitely for myself, medical only for myself. Okay. Um, so I'll go ahead and reach out to my back office and have them work on that for you, um, because that deals with MAU and the client. Um, but then once I receive word back regarding a start date for employee only, I'll give you a call back as well. All right. Uh, good, I appreciate your help. You're welcome, Brandon. You have a great day, okay? Please. You too. Bye all right. All right, 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 Incurage. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. My name is Brandon Fowler. I was wondering if... I've been wanting to get my, uh, current plan, and I had a question about my plan as well. Uh, on my paycheck I noticed some weeks, uh, stuff is deducted. Some weeks, um, nothing is deducted and I've been getting refunds and just wanted to kind of see what's going on.

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

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3181.

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

Speaker speaker_2: 36 Moreland Lane, Greer, South Carolina 29650.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 01/17/92.

Speaker speaker_1: And I guess phone number I have is 864-641-8654?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is brandon92fowler at gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so let's see here. Let's see. So the only thing that I'm seeing right now is dental for employee plus child, however, I do know that you have a MVP enrollment for employee plus child as well. Was that the deduction that you were questioning about?

Speaker speaker_2: Yeah, so I thought that employee... I mean, I'm not complaining. I thought employee plus child was 187 a week. I've only been getting deducted 112 a week.

Speaker speaker_1: Let's see here. 187. Let's see. So I do know that with MAU, um, with the MVP enro- or the MVP medical plan, um, it's based off your income as well, so it's a percentage of your income. So it's not fully that 187.92, um, so it's probably based off whatever you make. Um, but let me confirm that, because I do know that I had a meeting with MAU regarding that not too long ago. Um, here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: No. That's all right.

Speaker speaker_1: Okay. Hello, Brandon. You still there?

Speaker speaker_2: Yes, I'm here.

Speaker speaker_1: Awesome. Thank you so much for holding. Um, so I did confirm, um, with my back office. So the reason why, uh, the, the MVP enrollment is not 187, it's that other deduction that you're experiencing, is because it's based off your income. So whatever you make monthly, it was a small percentage of that, um, so whatever that final deduction is is what that percentage would, would have been. Um, but I mean, I can reach out to, uh, the head, uh, account manager for MAU and to see wha- exactly why that is occurring. But I do know that the... Uh, with the MVP enrollment it... There is a percentage where that deduction does come out. Um, so it's not the full 187, it's like a percentage of your monthly income, if that makes any sense.

Speaker speaker_2: No, it's fine. Well, that, well, that... I actually like that. Okay, let's do it. Um, but then I have one more question. Um-

Speaker speaker_1: Sure.

Speaker speaker_2: ... like I said, I've noticed that some weeks it's deducted, some weeks it's not. This past week I got a refund, I'm not sure what I got a refund for. And, uh, I'm just, you know, wanting to make sure that my coverage is there and there's no gaps, like, just why it's, like I said, some weeks that I get deducted and some weeks I don't have a deduction and I get refunds on them.

Speaker speaker_1: I totally, totally understand. Um, so with the, with the MVP enrollment, they are weekly deductions, um, but I'm... I can reach out to my back office to confirm why you do experience deductions and then why some weeks you don't. Um, and then once I get-

Speaker speaker_2: So it sounds like it's a refund?

Speaker speaker_1: Yeah, and then why you receive a refund sometimes. Um, but I can reach out to my back office to confirm everything with them, and then once I do receive word back and give you a call back going more in depth on why.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: Okay. Um, but other than that, Brandon, is there anything else that I can assist you with today?

Speaker speaker_2: Um, well, I guess at the same time too, um, I know it's open enrollment and I was, I figured I had to call this number to make any changes. I do want to, uh, take my son off. He, uh, is finishing his Medicaid, so I can take him off as well at this time.

Speaker speaker_1: Okay, so you just want that MVP enrollment for employee only and dental for employee only?

Speaker speaker_2: Yes. Correct.

Speaker speaker_1: Okay. Let's, let's see here.

Speaker speaker_2: Well, I'll say at the moment, let's keep dental for both of us, just because I'm not sure, um, how Medicaid works with his dental, but definitely for myself, medical only for myself.

Speaker speaker_1: Okay. Um, so I'll go ahead and reach out to my back office and have them work on that for you, um, because that deals with MAU and the client. Um, but then once I receive word back regarding a start date for employee only, I'll give you a call back as well.

Speaker speaker_2: All right. Uh, good, I appreciate your help.

Speaker speaker_1: You're welcome, Brandon. You have a great day, okay?

Speaker speaker_2: Please. You too. Bye all right.

Speaker speaker_1: All right, bye-bye.