

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Card. This is Justin. How can I help you today? Hi, Justin. Uh, my name's Derek Brown. I, I'm with ManCan, and I was gonna sign up for benefits. Okay, so ManCan, what's the last four of your Social? Uh, 5409. 5409. And your first and last name? Derek Brown. Derek Brown? Okay. And for security purposes, could you verify your home address, including city, state and zip code, Derek? Uh, it's 6416 Thoroughbred Loop, Odessa, Florida, 33556. Looks like I have an address in Akron. Oh, the Akron address? Yeah, that's, uh, one s- 135 East Market Street, Akron, Ohio. Is that a old address or a current address? It's, like, my... It was for when I appl- applied for the job. Like, I'm, I'm staying in a room, but it's like I don't have a... I can't use the address there. I'm trying to get a place to live to- No worries. So, and that's the reason why the Odessa address is, like, my mailing address. Okay. No worries. Um, confirm your date of birth for me. Uh, it's October 31st, 1977. And a good telephone number have is 518-466-8621. Uh, nope. It's 727-612-5250. And just to confirm, 727-612-5250? Correct. And do you have a good email by any chance? Derek77brown@gmail.com. ... com, @gmail. Okay. And what did you want to be enrolled into? Uh, let's see here. I'm gonna do the... Oh my gosh. Can't open this book . I'm sitting in my car, so sorry. Bear with me. No worries. All right. I'm gonna do the Classic Health Insurance. Okay, so the VIP Classic? Yeah. Anything else? Uh, I'm gonna do the dental and the vision. Um, hmm. Let's see here. Uh, I think I'm gonna do the behavior health. Okay. I didn't see... I see the FreeRx, but I don't see the price for it. Um, it's \$5.99 per week. Okay. And what does that just gives, gives me, uh, I- like, free medicine kind of like in a way? Um, yeah. So FreeRx gives out free or discounted prescription coverage. Um, so once you get enrolled into FreeRx, um, I do know that if you go to freerx.com, there are, there is a list of medications that will be accepted. Some can be actually delivered to your home address, and some can actually be picked up at your local pharmacy, depending on the medica- medication. Okay. Yeah, sign me up for that. Okay. So just to confirm, we have the VIP Classic, dental, vision, behavioral health and FreeRx for employee only. Correct? Yep. Okay. Anything else or no? That should be it. Okay, so doing those for employee only would make your total deductions \$30.62 per week. Okay. Do you authorize ManCan to make the deduction for you? Uh, yeah, I will. Okay. So we're going to save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Okay. Then whenever you witness your first payroll deduction, of the \$30.62 come off your paycheck. Coverage begins the Monday we receive that deduction from ManCan. Okay. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Okay. 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, Derek, is there anything else I can assist you with today? Uh, nope. And what address would you be sending all that inf- like, for the health insurance and all that? Uh- Like, the cards and stuff. So, the address that we had on file, which was the Akron address- Mm-hmm. ... do you want it sent somewhere else? Uh, c- could you send it to the Odessa address? Yeah. And what's that address? Oh, sure. It's 6416 Thoroughbred Loop. Can you spell that for me? Sure. It's T-H-O-U-R-O-U-G-H-B-R-E-D. It's like the horse. Okay, so Thoroughbred? Thoroughbred, yep. Thoroughbred, okay. And then Loop. Loop. Yeah. Odessa, Florida. And the zip code? And then 33-33556. Okay. So I went ahead and updated that address for you. 6416 Thoroughbred Loop, Odessa, Florida, 33556, correct? Correct. Okay. Um, so I went ahead and updated that address for you. Is there anything else I could assist you with today, Derek? That should be it. That way, I can have all that information sent there, and then my sister'll send it once I get my own place. Awesome. Well, you have a wonderful day, okay? All righty. Thank you. You're welcome. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. Uh, my name's Derek Brown. I, I'm with ManCan, and I was gonna sign up for benefits.

Speaker speaker_0: Okay, so ManCan, what's the last four of your Social?

Speaker speaker_1: Uh, 5409.

Speaker speaker_0: 5409. And your first and last name?

Speaker speaker_1: Derek Brown.

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

Speaker speaker_1: Uh, it's 6416 Thoroughbred Loop, Odessa, Florida, 33556.

Speaker speaker_0: Looks like I have an address in Akron.

Speaker speaker_1: Oh, the Akron address? Yeah, that's, uh, one s- 135 East Market Street, Akron, Ohio.

Speaker speaker_0: Is that a old address or a current address?

Speaker speaker_1: It's, like, my... It was for when I appl- applied for the job. Like, I'm, I'm staying in a room, but it's like I don't have a... I can't use the address there. I'm trying to get a place to live to-

Speaker speaker_0: No worries.

Speaker speaker_1: So, and that's the reason why the Odessa address is, like, my mailing address.

Speaker speaker_0: Okay. No worries. Um, confirm your date of birth for me.

Speaker speaker_1: Uh, it's October 31st, 1977.

Speaker speaker_0: And a good telephone number have is 518-466-8621.

Speaker speaker_1: Uh, nope. It's 727-612-5250.

Speaker speaker_0: And just to confirm, 727-612-5250?

Speaker speaker_1: Correct.

Speaker speaker_0: And do you have a good email by any chance?

Speaker speaker_1: Derek77brown@gmail.com.

Speaker speaker_0: ... com, @gmail. Okay. And what did you want to be enrolled into?

Speaker speaker_1: Uh, let's see here. I'm gonna do the... Oh my gosh. Can't open this book . I'm sitting in my car, so sorry. Bear with me.

Speaker speaker_0: No worries.

Speaker speaker_1: All right. I'm gonna do the Classic Health Insurance.

Speaker speaker_0: Okay, so the VIP Classic?

Speaker speaker_1: Yeah.

Speaker speaker_0: Anything else?

Speaker speaker_1: Uh, I'm gonna do the dental and the vision. Um, hmm. Let's see here. Uh, I think I'm gonna do the behavior health.

Speaker speaker_0: Okay.

Speaker speaker_1: I didn't see... I see the FreeRx, but I don't see the price for it.

Speaker speaker_0: Um, it's \$5.99 per week.

Speaker speaker_1: Okay. And what does that just gives, gives me, uh, I- like, free medicine kind of like in a way?

Speaker speaker_0: Um, yeah. So FreeRx gives out free or discounted prescription coverage. Um, so once you get enrolled into FreeRx, um, I do know that if you go to freerx.com, there are, there is a list of medications that will be accepted. Some can be actually delivered to your home address, and some can actually be picked up at your local pharmacy, depending on the medica- medication.

Speaker speaker_1: Okay. Yeah, sign me up for that.

Speaker speaker_0: Okay. So just to confirm, we have the VIP Classic, dental, vision, behavioral health and FreeRx for employee only. Correct?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Anything else or no?

Speaker speaker_1: That should be it.

Speaker speaker_0: Okay, so doing those for employee only would make your total deductions \$30.62 per week.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you authorize ManCan to make the deduction for you?

Speaker speaker_1: Uh, yeah, I will.

Speaker speaker_0: Okay. So we're going to save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: Then whenever you witness your first payroll deduction, of the \$30.62 come off your paycheck. Coverage begins the Monday we receive that deduction from ManCan.

Speaker speaker_1: Okay.

Speaker speaker_0: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail.

Speaker speaker_1: Okay.

Speaker speaker_0: 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, Derek, is there anything else I can assist you with today?

Speaker speaker_1: Uh, nope. And what address would you be sending all that inf- like, for the health insurance and all that?

Speaker speaker_0: Uh-

Speaker speaker_1: Like, the cards and stuff.

Speaker speaker_0: So, the address that we had on file, which was the Akron address-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... do you want it sent somewhere else?

Speaker speaker_1: Uh, c- could you send it to the Odessa address?

Speaker speaker_0: Yeah. And what's that address?

Speaker speaker_1: Oh, sure. It's 6416 Thoroughbred Loop.

Speaker speaker_0: Can you spell that for me?

Speaker speaker_1: Sure. It's T-H-O-U-R-O-U-G-H-B-R-E-D. It's like the horse.

Speaker speaker_0: Okay, so Thoroughbred?

Speaker speaker_1: Thoroughbred, yep.

Speaker speaker_0: Thoroughbred, okay.

Speaker speaker_1: And then Loop.

Speaker speaker_0: Loop. Yeah.

Speaker speaker_1: Odessa, Florida.

Speaker speaker_0: And the zip code?

Speaker speaker_1: And then 33-33556.

Speaker speaker_0: Okay. So I went ahead and updated that address for you. 6416 Thoroughbred Loop, Odessa, Florida, 33556, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, so I went ahead and updated that address for you. Is there anything else I could assist you with today, Derek?

Speaker speaker_1: That should be it. That way, I can have all that information sent there, and then my sister'll send it once I get my own place.

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

Speaker speaker_1: All righty. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: All right. Bye-bye.