

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 a Card. This is Justin. How can I help you today? Hi, Justin. I got a, um, text message from Partners Personnel about enrolling to, um, benefits. Yeah. It was just a courtesy reminder from Partners letting you know that they... you were eligible to be enrolled into health benefits. However, I can pull your file for you if you're wanting to enroll. Um, what are the benefits? Like medical, dental, vision insurance. Uh, yeah. Can I, um, enroll please? Yeah. Um, so let's see. So Partners, what's the last four of your social? 9426. And your first and last name? Frank Beltran. And then for security purposes, can you verify your home address including city, state and zip code? Um, 400 East 4th Street, Santa Ana, California 97001, Apartment 437. And confirm your date of birth? 05-27-1998. And a good telephone number. I have a 714-261-8315. Correct. And the email. I have a frankbeltran0527 at gmail. Correct. Okay. So let's see here. And what were you interested in enrolling into through Partners Personnel? Um, the vision. Okay. Let's see. So vision would be \$2.15 per week for employee only. Um, however, did you have any questions regarding the vision or just wanted vision? Um, so I have to pay \$2.50 in order to get, um, um, eye benefits? Um, yes, sir. So vision for employee only would be \$2.15 deducted weekly from your paycheck. Yes, sir. And then, um, the deduction, it just adds to the insurance. Like, say if I want to buy glasses, the insurance will cover it, or do I still gotta pay out of pocket for the retail price? Uh, so I do know when it comes to vision, uh, there is a frames allowance that the insurance carrier provides at \$130. So you could use that frames allowance to get a new pair of glasses. Um, your co-pay for an eye exam would be \$10, lenses and frames co-pay of \$25. Um, contact lens fitting is free. Um, so there's, there's some of the stuff that's offered with that, uh, vision plan. Yeah. So it'll be \$2.50? 15 cents per week. Yes, sir. So for 15 cents and then, um, I just get a card in the mail and then I could just go to any, um, eye place and then just show them the card? Correct, yes, sir. All right, then. Yeah, can I enroll please? Yeah. So just vision. Anything else? Um, that's it. Okay. So doing vision for employee only would make your total deductions \$2.15 per week. Do you authorize Partners Personnel to make the deduction for you? Yes. Okay. I'm going to go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$2.15 come off your paycheck, coverage begins the Monday we receive that deduction from Partners Personnel. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners 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, Frank, is there anything else I could help you out with today? So the two... The \$2.15, would it, would it add up to \$130 and after that, up to \$130, um, do I still gotta pay that? No, sir. So the \$2.15 is what it costs for vision for yourself for a week, for a weekly deduction, is \$2.15. You have a benefit amount of \$130 for lenses or for frames allowance that the insurance carrier provides to you because you pay that \$2.15 per week. Okay. No, I just wanted to hear that. All right, um, yeah, can you enroll me in please? Is there anything else I could help you out with today? No, that's it. Okay. Well, you have a wonderful day, okay, Frank? All right, sir. Have a great day. You as well. 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 a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. I got a, um, text message from Partners Personnel about enrolling to, um, benefits.

Speaker speaker_1: Yeah. It was just a courtesy reminder from Partners letting you know that they... you were eligible to be enrolled into health benefits. However, I can pull your file for you if you're wanting to enroll.

Speaker speaker_2: Um, what are the benefits?

Speaker speaker_1: Like medical, dental, vision insurance.

Speaker speaker_2: Uh, yeah. Can I, um, enroll please?

Speaker speaker_1: Yeah. Um, so let's see. So Partners, what's the last four of your social?

Speaker speaker_2: 9426.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Frank Beltran.

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

Speaker speaker_2: Um, 400 East 4th Street, Santa Ana, California 92701, Apartment 437.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 05-27-1998.

Speaker speaker_1: And a good telephone number. I have a 714-261-8315.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email. I have a frankbeltran0527 at gmail.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So let's see here. And what were you interested in enrolling into through Partners Personnel?

Speaker speaker_2: Um, the vision.

Speaker speaker_1: Okay. Let's see. So vision would be \$2.15 per week for employee only. Um, however, did you have any questions regarding the vision or just wanted vision?

Speaker speaker_2: Um, so I have to pay \$2.50 in order to get, um, um, eye benefits?

Speaker speaker_1: Um, yes, sir. So vision for employee only would be \$2.15 deducted weekly from your paycheck. Yes, sir.

Speaker speaker_2: And then, um, the deduction, it just adds to the insurance. Like, say if I want to buy glasses, the insurance will cover it, or do I still gotta pay out of pocket for the retail price?

Speaker speaker_1: Uh, so I do know when it comes to vision, uh, there is a frames allowance that the insurance carrier provides at \$130. So you could use that frames allowance to get a new pair of glasses. Um, your co-pay for an eye exam would be \$10, lenses and frames co-pay of \$25. Um, contact lens fitting is free. Um, so there's, there's some of the stuff that's offered with that, uh, vision plan.

Speaker speaker_2: Yeah. So it'll be \$2.50?

Speaker speaker_1: 15 cents per week. Yes, sir.

Speaker speaker_2: So for 15 cents and then, um, I just get a card in the mail and then I could just go to any, um, eye place and then just show them the card?

Speaker speaker_1: Correct, yes, sir.

Speaker speaker_2: All right, then. Yeah, can I enroll please?

Speaker speaker_1: Yeah. So just vision. Anything else?

Speaker speaker_2: Um, that's it.

Speaker speaker_1: Okay. So doing vision for employee only would make your total deductions \$2.15 per week. Do you authorize Partners Personnel to make the deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I'm going to go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$2.15 come off your paycheck, coverage begins the Monday we receive that deduction from Partners Personnel. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners 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, Frank, is there anything else I could help you out with today?

Speaker speaker_2: So the two... The \$2.15, would it, would it add up to \$130 and after that, up to \$130, um, do I still gotta pay that?

Speaker speaker_1: No, sir. So the \$2.15 is what it costs for vision for yourself for a week, for a weekly deduction, is \$2.15. You have a benefit amount of \$130 for lenses or for frames allowance that the insurance carrier provides to you because you pay that \$2.15 per week.

Speaker speaker_2: Okay. No, I just wanted to hear that. All right, um, yeah, can you enroll me in please?

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Okay. Well, you have a wonderful day, okay, Frank?

Speaker speaker_2: All right, sir. Have a great day.

Speaker speaker_1: You as well. Bye-bye.