

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... it's from Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. I was looking to sign up for benefits. What's the company you work for? Uh, MAU. Last four of your Social? Uh, 7176. First name? Shakisha. Last name? Montgomery. For security purposes, can you verify your address and date of birth for me? 100 Blue Heron Circle, Simpsonville, South Carolina 29680. 06281984. You sure you got your phone number 864-417-2971? Correct. And a good email is shakishamontgomery@gmail.com? Correct. What type of covers would you want to get enrolled into? Um, I need dental for me and my kids, and I really don't need health. Like, can I do like a mental health thing, or no? Let's see. I know I need dental. They do offer, they do offer you behavior health. So you want behavior health for you and the child? You want the... I mean, you want dental for you and a child? You want behavior health as well? Yeah, but for be- uh, behavior health, like, uh, is that like normal health? No, sir. No, ma'am. That's just for mental health. No, that's what I'm saying. Behavior health is like mental health? Oh, yes, ma'am. So I can get a therapist? I wouldn't be able to tell you what it entails, but it, it's for mental health. I don't... I'm not a carrier so I wouldn't know exactly what's covered with that. That would be a question you have to ask the carrier directly. Okay, so how can... I mean, I don't want to pay for something that's not covered. You see what I'm saying? And in this package it don't explain exactly what it's covering. So what I can do, I can send you to benefits guide if you want to look over that before getting enrolled in the coverage, because that's the only- How long do I got to add it on? I'm going to go ahead and do dental today, but how long do I got to add the behavior health? You guys are in open enrollment until February 1st. Okay. So yeah, let's go ahead and do dental. Right. Was there anything else that you wanted to get enrolled into? So dental is for employee and children? Yes, ma'am. That's it. So all- So you just want dental, and that's it? Ma'am. I mean, sir. All you want is the dental, and that's it? Yeah, that's it. Okay. So your total will be \$9.90. That will be deducted weekly. Do you authorize the employer to make these deductions? I do. Thank you. So I do have to let you know this, your plan falls under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. Since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless you have a company open enrollment period, which is right now, or you have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. How long do I take for the card to come? So the enrollment process takes one to two weeks. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards will take one to two weeks from the activation date. Okay. Right. So I do need your son or your daughter's first and last name. How many children is it? It's... I got five kids. Okay. So I will just have to go in

order from however you want to start. I'll need first name, last name, Social Security, and the day of birth. Okay, let me get started. It's Jamazzio, J-A-M-A-Z-Z-I-O. Last name Glover. G-L-O-V as in Victor, E-R. Say that one more time, slower please. Jamazzio. J-A-M-A-Z-Z-E-O. And the last name? Glover, G-L-O-V-E-R. And Social? I'm sorry. Let me find out what... 65412... I can't think. 3072, I think. You said 654-1230-72? Correct. And date of birth? Um, 07/25/01. Ready for the next one. Ariana Glover. It's A-R-I- Hey, give, give me one moment. Actually, give me one moment. It is a girl? Correct. All right. I'm ready. A-R-I-O-N-N-Y-A. Last name? Glover, G-L-O- Social? ... 6, 5... See if I can't see. 658-246469. You said 658-24-6469? Correct. Date of birth? Um, 6506. Okay. Ready for the next one. Next child is Jordan Glover. J-O-R-D-A-N. Social? 655-30-9848. You said 655-30-9848? Correct. Date of birth? Um, his date of birth is 09/11/2008. Ready for the next one. Aubree with two Es, same last name. A-U-B-R-E-E. A-U-B-R-E-E Glover? Cor... Yes. And your social? Personal security is 200, 63, 90, 62. You said 663-90-62? 90-62 correct. And date of birth? 03/14/2012. Right, and I'm ready for the last one. Royalty Glover. R-O-Y-A-L-T-Y. Social? 147-67-8653. You said 147-67-8653? Correct. Whose date of birth? Um, 11-27-2017. Is that a girl or a boy? A girl. So we've got Jamai- Jamazio, that's a male. Henry, that's a female. Jordan, that's a male. Aubrey, that's a female. Royalty is female. Correct. All right. I got all that in the system. Ms. Lakeisha, was there anything else I could help you with today? That's it. Thank you. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day. You too, thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... it's from Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. I was looking to sign up for benefits.

Speaker speaker_1: What's the company you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: Uh, 7176.

Speaker speaker_1: First name?

Speaker speaker_2: Shakisha.

Speaker speaker_1: Last name?

Speaker speaker_2: Montgomery.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 100 Blue Heron Circle, Simpsonville, South Carolina 29680. 06281984.

Speaker speaker_1: You sure you got your phone number 864-417-2971?

Speaker speaker_2: Correct.

Speaker speaker_1: And a good email is shakishamontgomery@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: What type of covers would you want to get enrolled into?

Speaker speaker_2: Um, I need dental for me and my kids, and I really don't need health. Like, can I do like a mental health thing, or no?

Speaker speaker_1: Let's see.

Speaker speaker_2: I know I need dental.

Speaker speaker_1: They do offer, they do offer you behavior health. So you want behavior health for you and the child? You want the... I mean, you want dental for you and a child? You want behavior health as well?

Speaker speaker_2: Yeah, but for be- uh, behavior health, like, uh, is that like normal health?

Speaker speaker_1: No, sir. No, ma'am. That's just for mental health.

Speaker speaker_2: No, that's what I'm saying. Behavior health is like mental health?

Speaker speaker_1: Oh, yes, ma'am.

Speaker speaker_2: So I can get a therapist?

Speaker speaker_1: I wouldn't be able to tell you what it entails, but it, it's for mental health. I don't... I'm not a carrier so I wouldn't know exactly what's covered with that. That would be a question you have to ask the carrier directly.

Speaker speaker_2: Okay, so how can... I mean, I don't want to pay for something that's not covered. You see what I'm saying? And in this package it don't explain exactly what it's covering.

Speaker speaker_1: So what I can do, I can send you to benefits guide if you want to look over that before getting enrolled in the coverage, because that's the only-

Speaker speaker_2: How long do I got to add it on? I'm going to go ahead and do dental today, but how long do I got to add the behavior health?

Speaker speaker_1: You guys are in open enrollment until February 1st.

Speaker speaker_2: Okay. So yeah, let's go ahead and do dental.

Speaker speaker_1: Right. Was there anything else that you wanted to get enrolled into?

Speaker speaker_2: So dental is for employee and children?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: That's it. So all-

Speaker speaker_1: So you just want dental, and that's it?

Speaker speaker_2: Ma'am. I mean, sir.

Speaker speaker_1: All you want is the dental, and that's it?

Speaker speaker_2: Yeah, that's it.

Speaker speaker_1: Okay. So your total will be \$9.90. That will be deducted weekly. Do you authorize the employer to make these deductions?

Speaker speaker_2: I do.

Speaker speaker_1: Thank you. So I do have to let you know this, your plan falls under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. Since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless you have a company open enrollment period, which is right now, or you have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_2: Okay. How long do I take for the card to come?

Speaker speaker_1: So the enrollment process takes one to two weeks. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards will take one to two weeks from the activation date.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. So I do need your son or your daughter's first and last name. How many children is it?

Speaker speaker_2: It's... I got five kids.

Speaker speaker_1: Okay. So I will just have to go in order from however you want to start. I'll need first name, last name, Social Security, and the day of birth.

Speaker speaker_2: Okay, let me get started. It's Jamazzio, J-A-M-A-Z-Z-I-O. Last name Glover. G-L-O-V as in Victor, E-R.

Speaker speaker_1: Say that one more time, slower please.

Speaker speaker_2: Jamazzio. J-A-M-A-Z-Z-E-O.

Speaker speaker_1: And the last name?

Speaker speaker_2: Glover, G-L-O-V-E-R.

Speaker speaker_1: And Social?

Speaker speaker_2: I'm sorry. Let me find out what... 65412... I can't think. 3072, I think.

Speaker speaker_1: You said 654-1230-72?

Speaker speaker_2: Correct.

Speaker speaker_1: And date of birth?

Speaker speaker_2: Um, 07/25/01.

Speaker speaker_1: Ready for the next one.

Speaker speaker_2: Ariana Glover. It's A-R-I-

Speaker speaker_1: Hey, give, give me one moment. Actually, give me one moment. It is a girl?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. I'm ready.

Speaker speaker_2: A-R-I-O-N-N-Y-A.

Speaker speaker_1: Last name?

Speaker speaker_2: Glover, G-L-O-

Speaker speaker_1: Social?

Speaker speaker_2: ... 6, 5... See if I can't see. 658-246469.

Speaker speaker_1: You said 658-24-6469?

Speaker speaker_2: Correct.

Speaker speaker_1: Date of birth?

Speaker speaker_2: Um, 6506.

Speaker speaker_1: Okay. Ready for the next one.

Speaker speaker_2: Next child is Jordan Glover. J-O-R-D-A-N.

Speaker speaker_1: Social?

Speaker speaker_2: 655-30-9848.

Speaker speaker_1: You said 655-30-9848?

Speaker speaker_2: Correct.

Speaker speaker_1: Date of birth?

Speaker speaker_2: Um, his date of birth is 09/11/2008.

Speaker speaker_1: Ready for the next one.

Speaker speaker_2: Aubree with two Es, same last name. A-U-B-R-E-E.

Speaker speaker_1: A-U-B-R-E-E Glover?

Speaker speaker_2: Cor... Yes.

Speaker speaker_1: And your social?

Speaker speaker_2: Personal security is 200, 63, 90, 62.

Speaker speaker_1: You said 663-90-62?

Speaker speaker_2: 90-62 correct.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 03/14/2012.

Speaker speaker_1: Right, and I'm ready for the last one.

Speaker speaker_2: Royalty Glover. R-O-Y-A-L-T-Y.

Speaker speaker_1: Social?

Speaker speaker_2: 147-67-8653.

Speaker speaker_1: You said 147-67-8653?

Speaker speaker_2: Correct.

Speaker speaker_1: Whose date of birth?

Speaker speaker_2: Um, 11-27-2017.

Speaker speaker_1: Is that a girl or a boy?

Speaker speaker_2: A girl.

Speaker speaker_1: So we've got Jamai- Jamazio, that's a male. Henry, that's a female. Jordan, that's a male. Aubrey, that's a female. Royalty is female.

Speaker speaker_2: Correct.

Speaker speaker_1: All right. I got all that in the system. Ms. Lakeisha, was there anything else I could help you with today?

Speaker speaker_2: That's it. Thank you.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day.

Speaker speaker_2: You too, thank you.

Speaker speaker_1: Thank you.