

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? I would like to, uh, register for benefits on a card. What staffing company do you work for, sir? This is, uh, Partners Personnel. What's the last four of your Social? 3914. First name? DeAngelo. Last name? Negrete. All right. For security purposes, can you verify your address and date of birth for me? Yeah. 1200, 1200 Town Center Village Drive, um, McDonough, Georgia 30253. Uh, you said birthday? Yes, sir. 11/22/87. Okay. So, yeah, your phone number's 336-484-9131? Yes. Can I get your email? 5.NanF.T@Gmail.com? Yes. Thank you. Okay, what type of coverage are you wanting to get enrolled into? Uh, just the, the Basic, um, Dental. Oh, wow. And, uh, health. Mm-hmm. Doctor's, uh, medical. All right, so they offer you three different plans. They offer you the VIP Standard, the VIP Plus and the VIP Prime. All three of them cover doctors, hospitals and prescriptions, and the difference between the three is the higher you go up, the more coverage that you will receive. So the standard is \$17.66. The plus is \$31.61 and the prime is \$43.28. Let's do the, um, uh, Basic plan. The Standard? Yes, Standard. Was there anything else that you were interested in? No, that'll be all. Okay. With those two selected, your total will be \$21.29. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes, sir. Thank you. All right, so I do have to let you know that your plans fall under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. And 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, 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. So it doesn't expire for a year? Say that again? So it doesn't expire for a year? So you, you, you have the coverage as long as you're working there. Okay. All right. The enrollment process does take one to two weeks. Once you 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 are sent one to two weeks from the activation date. Okay. Okay, if you want a physical copy of your medical card, you have to call in and request it once your coverage becomes active. Otherwise, it's only sent via email. All right. All right. Well, is there anything else I can help you with today, Mr. DeAngelo? No, that will be all. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: I would like to, uh, register for benefits on a card.

Speaker speaker_1: What staffing company do you work for, sir?

Speaker speaker_2: This is, uh, Partners Personnel.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 3914.

Speaker speaker_1: First name?

Speaker speaker_2: DeAngelo.

Speaker speaker_1: Last name?

Speaker speaker_2: Negrete.

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

Speaker speaker_2: Yeah. 1200, 1200 Town Center Village Drive, um, McDonough, Georgia 30253. Uh, you said birthday?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 11/22/87.

Speaker speaker_1: Okay. So, yeah, your phone number's 336-484-9131?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I get your email? 5.NanF.T@Gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. Okay, what type of coverage are you wanting to get enrolled into?

Speaker speaker_2: Uh, just the, the Basic, um, Dental.

Speaker speaker_1: Oh, wow.

Speaker speaker_2: And, uh, health.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Doctor's, uh, medical.

Speaker speaker_1: All right, so they offer you three different plans. They offer you the VIP Standard, the VIP Plus and the VIP Prime. All three of them cover doctors, hospitals and prescriptions, and the difference between the three is the higher you go up, the more

coverage that you will receive. So the standard is \$17.66. The plus is \$31.61 and the prime is \$43.28.

Speaker speaker_2: Let's do the, um, uh, Basic plan.

Speaker speaker_1: The Standard?

Speaker speaker_2: Yes, Standard.

Speaker speaker_1: Was there anything else that you were interested in?

Speaker speaker_2: No, that'll be all.

Speaker speaker_1: Okay. With those two selected, your total will be \$21.29. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. All right, so I do have to let you know that your plans fall under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. And 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, 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. So it doesn't expire for a year?

Speaker speaker_1: Say that again?

Speaker speaker_2: So it doesn't expire for a year?

Speaker speaker_1: So you, you, you have the coverage as long as you're working there.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. The enrollment process does take one to two weeks. Once you 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 are sent one to two weeks from the activation date.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, if you want a physical copy of your medical card, you have to call in and request it once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_2: All right.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, Mr. DeAngelo?

Speaker speaker_2: No, that will be all.

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

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.