

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in Aquarius. This is Pamela speaking. How may I help you? Hi, yes. I could barely hear you. Okay. Can you hear me okay? Yes, ma'am. Okay, hi. So my name is Kimberly Johnson. I'm a site manager over at, for, um, for MAU, um, for Bosch Somerville. And I have an, an associate that's moving from one client to another, but inside the same facility. And so he's going to be leaving... Well, he should no longer get the BIC benefits. Um, and talking with the staffing team, they're not sure. Like what's the cleanest and best process to make sure that he doesn't get charged double benefits, the BIC as well as the, um, Epic benefits? Okay. So as soon as we stop receiving the payments from MAU, the benefits, um, they will, they will not be active 'cause they ... Perfect. ... need the, uh, weekly ba- um, benefits. Mm-hmm. So on the fourth week, if he don't want to continue with the benefits and make the direct payment himself, they will automatically cancel. So he will not be charged as soon as he leaves, um, MAU. Um- Okay. There shouldn't be a charge. Okay. All right. I just had a thought. Let me call our Benefits team, because he's still gonna get paid through MAU. It's just a different client, but he won't receive these benefits. Oh, of course. I understand. Yeah. Okay. So... Yeah. And so he's- So he's still gonna get- When he gets... Mm-hmm. So sorry. So in that case, if he's gonna get the benefits through them, what he needs to do is give us a call and, um, so he could file a qualified life event, since he's gonna get new benefits with another carrier. But, um, that's the only way I believe he will be able to stop hours, because MAU is under Section 125, which is an IRS regulation that he needs to be- Mm-hmm. ... within the, the, the benefits. Um... Mm-hmm. Since he's gonna get benefits through another, uh, carrier, he could file the- Okay. ... uh, qualified life events. Okay. All right, thank you. So, uh, sure. So what I suggest for him to do, um, when he... Since he's... Okay, he's gonna... When is gonna be his last week? Like with- It's already happened, but I'm gonna reach out to the Benefits team 'cause I think they'll go in and do that for him. Okay. Okay. And that's exactly how we did it before. So 'cause I don't want to cause more confusion. Okay. Let me reach out to them and see what they say. All right. All right. If anything, um, you could have him give us a call. We'll send him the email with the instruction for the qualified life event if it, in case if he needs that information. Okay. All right. Thank you. And... No, no, thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Aquarius. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, yes. I could barely hear you.

Speaker speaker_0: Okay.

Speaker speaker_1: Can you hear me okay?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, hi. So my name is Kimberly Johnson. I'm a site manager over at, for, um, for MAU, um, for Bosch Somerville. And I have an, an associate that's moving from one client to another, but inside the same facility. And so he's going to be leaving... Well, he should no longer get the BIC benefits. Um, and talking with the staffing team, they're not sure. Like what's the cleanest and best process to make sure that he doesn't get charged double benefits, the BIC as well as the, um, Epic benefits?

Speaker speaker_0: Okay. So as soon as we stop receiving the payments from MAU, the benefits, um, they will, they will not be active 'cause they ...

Speaker speaker_1: Perfect.

Speaker speaker_0: ... need the, uh, weekly ba- um, benefits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So on the fourth week, if he don't want to continue with the benefits and make the direct payment himself, they will automatically cancel. So he will not be charged as soon as he leaves, um, MAU. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: There shouldn't be a charge.

Speaker speaker_1: Okay. All right. I just had a thought. Let me call our Benefits team, because he's still gonna get paid through MAU. It's just a different client, but he won't receive these benefits.

Speaker speaker_0: Oh, of course. I understand.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So...

Speaker speaker_1: Yeah.

Speaker speaker_0: And so he's-

Speaker speaker_1: So he's still gonna get-

Speaker speaker_0: When he gets...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So sorry. So in that case, if he's gonna get the benefits through them, what he needs to do is give us a call and, um, so he could file a qualified life event, since he's

gonna get new benefits with another carrier. But, um, that's the only way I believe he will be able to stop hours, because MAU is under Section 125, which is an IRS regulation that he needs to be-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... within the, the, the benefits. Um...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Since he's gonna get benefits through another, uh, carrier, he could file the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... uh, qualified life events.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: So, uh, sure. So what I suggest for him to do, um, when he... Since he's... Okay, he's gonna... When is gonna be his last week? Like with-

Speaker speaker_1: It's already happened, but I'm gonna reach out to the Benefits team 'cause I think they'll go in and do that for him.

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: And that's exactly how we did it before. So 'cause I don't want to cause more confusion.

Speaker speaker_0: Okay.

Speaker speaker_1: Let me reach out to them and see what they say.

Speaker speaker_0: All right.

Speaker speaker_1: All right.

Speaker speaker_0: If anything, um, you could have him give us a call. We'll send him the email with the instruction for the qualified life event if it, in case if he needs that information.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: And... No, no, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.