

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does, was I speaking with? This is Tia Griffin. And how can I assist you? Um, I just received a call from you guys. I just was returning the call back. Mm-hmm. And did you work for a staffing agency? Yes, MAU. Okay. So we're the healthcare administrators for MAU. What are the last four digits of your social? 1298. Okay. And can you confirm your address and date of birth? Um, the address- I, I need to update it. I actually moved, but it should be, um... Oh, goodie. 8850 Dorchester Road. Um, apartment 1322. Okay. Or did I update- if I updated already, it's 5150 Palm Street. That's the one. Okay, so that's good. And, um, what's the city and state there? I'm sorry? The city and state. Um, North Charleston, South Carolina, 29405. Okay. And your date of birth. 5/13/90. All right. So I have your phone number at 743-264-0253. Correct. Can I have your email address? It's tiegriff@aol.com? Yes. Okay. So it looks like we're pro- um, they're processing healthcare enrollment forms. And on your form you chose life insurance for employee plus family, but we don't have any spouse information. So that's- Oh, it will, it will be for my children- for you and your children. ... not my spouse. Oh, this is just for you and your children? Just me and my kids. Yeah. All right. And then I have that you wanted to be enrolled in dental, short term disability, critical illness, group accident, behavioral health and ID, uh, identity theft protection for just yourself. Now let me ask you a question, 'cause I have full insurance for my, my other job. Mm-hmm. So would it be smart to do a second enrollment with insurance? Um, I'm not sure. I'd... I'm not sure if they would conflict each other. Um, I would ask the other company, your other coverage, um, if having two coverages would have a- an issue, 'cause I'm, I'm really not sure how that works. Is it too late to cancel my insurance for MAU? No, I can go ahead and cancel you. You're in open enrollment. Okay. Yeah, then, um, 'cause I don't wanna, I don't wanna do too much, especially if I have everything coming out of my other job. Um, so, okay, you said you had, you had me down for short term... Yep. So I have you down for dental, short term disability, life insurance, critical illness, group accident, behavioral health and identity theft protection. And what, what was my total for my package? Could you tell me that? It's \$18... Yeah, \$18.15 a week. Oh, that's it? Yeah, keep it. That's fine. Yeah. Keep it. Okay. And, um- And if, uh, I, if, if... Yeah, I'm sorry. No, you're fine with that? Um, I'll just keep it and if it conflicts, then I'll figure it out somewhere later down the line. But that's not bad. Okay. No. All right. So it'll take one to three weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active. And then later that week, you'll receive your dental card in the mail. Um, let me see here. Okay. Your dental... Your dental plan is under an IRS regulation called Section 125, meaning if you don't have company open enrollment or a qualified life event occur, you cannot cancel or change that plan. Okay. You have any questions? Um, no, ma'am. All right. Did you

need my... Oh, I did. Did you need my... I'm sorry. Did you need my kids' socials to add them to the life insurance policy or no? Uh, looks like you provided them. Okay. All righty. Thank you so much for calling. You have a great day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does, was I speaking with?

Speaker speaker_2: This is Tia Griffin.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I just received a call from you guys. I just was returning the call back.

Speaker speaker_1: Mm-hmm. And did you work for a staffing agency?

Speaker speaker_2: Yes, MAU.

Speaker speaker_1: Okay. So we're the healthcare administrators for MAU. What are the last four digits of your social?

Speaker speaker_2: 1298.

Speaker speaker_1: Okay. And can you confirm your address and date of birth?

Speaker speaker_2: Um, the addre- I, I need to update it. I actually moved, but it should be, um... Oh, goodie. 8850 Dorchester Road. Um, apartment 1322.

Speaker speaker_1: Okay.

Speaker speaker_2: Or did I upda- if I updated already, it's 5150 Palm Street.

Speaker speaker_1: That's the one.

Speaker speaker_2: Okay, so that's good.

Speaker speaker_1: And, um, what's the city and state there?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: The city and state.

Speaker speaker_2: Um, North Charleston, South Carolina, 69240.

Speaker speaker_1: Okay. And your date of birth.

Speaker speaker_2: 5/13/90.

Speaker speaker_1: All righty. So I have you phone number at 743-264-0253.

Speaker speaker_2: Correct.

Speaker speaker_1: Can I have your email address? It's tiegriff@aol.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it looks like we're pro- um, they're processing healthcare enrollment forms. And on your form you chose life insurance for employee plus family, but we don't have any spouse information. So that's-

Speaker speaker_2: Oh, it will, it will be for my children-

Speaker speaker_1: for you and your children.

Speaker speaker_2: ... not my spouse.

Speaker speaker_1: Oh, this is just for you and your children?

Speaker speaker_2: Just me and my kids. Yeah.

Speaker speaker_1: All righty. And then I have that you wanted to be enrolled in dental, short term disability, critical illness, group accident, behavioral health and ID, uh, identity theft protection for just yourself.

Speaker speaker_2: Now let me ask you a question, 'cause I have full insurance for my, my other job.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So would it be smart to do a second enrollment with insurance?

Speaker speaker_1: Um, I'm not sure. I'd... I'm not sure if they would conflict each other. Um, I would ask the other company, your other coverage, um, if having two coverages would have a- an issue, 'cause I'm, I'm really not sure how that works.

Speaker speaker_2: Is it too late to cancel my insurance for MAU?

Speaker speaker_1: No, I can go ahead and cancel you. You're in open enrollment.

Speaker speaker_2: Okay. Yeah, then, um, 'cause I don't wanna, I don't wanna do too much, especially if I have everything coming out of my other job. Um, so, okay, you said you had, you had me down for short term...

Speaker speaker_1: Yep. So I have you down for dental, short term disability, life insurance, critical illness, group accident, behavioral health and identity theft protection.

Speaker speaker_2: And what, what was my total for my package? Could you tell me that?

Speaker speaker_1: It's \$18... Yeah, \$18.15 a week.

Speaker speaker_2: Oh, that's it? Yeah, keep it. That's fine. Yeah. Keep it.

Speaker speaker_1: Okay. And, um-

Speaker speaker_2: And if, uh, I, if, if... Yeah, I'm sorry.

Speaker speaker_1: No, you're fine with that?

Speaker speaker_2: Um, I'll just keep it and if it conflicts, then I'll figure it out somewhere later down the line. But that's not bad.

Speaker speaker_1: Okay.

Speaker speaker_2: No.

Speaker speaker_1: All right. So it'll take one to three weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active. And then later that week, you'll receive your dental card in the mail. Um, let me see here.

Speaker speaker_2: Okay.

Speaker speaker_1: Your dental... Your dental plan is under an IRS regulation called Section 125, meaning if you don't have company open enrollment or a qualified life event occur, you cannot cancel or change that plan.

Speaker speaker_2: Okay.

Speaker speaker_1: You have any questions?

Speaker speaker_2: Um, no, ma'am.

Speaker speaker_1: All right.

Speaker speaker_2: Did you need my... Oh, I did. Did you need my... I'm sorry. Did you need my kids' socials to add them to the life insurance policy or no?

Speaker speaker_1: Uh, looks like you provided them.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Thank you.