

Transcript: Pearl

Rojas-4976523510497280-6403023447212032

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, my name's Alex Duffey. And how can I assist you? Uh, I'm here at ManCan filling out some, uh, paperwork, and I got to the part where it's, uh, about the, um, insurance benefits. Mm-hmm. Um, I guess I was going to figure I could call you guys if I wanted to enroll into it. Okay, so you want to go ahead and enroll today? Uh, yeah, yeah. Okay, just a moment. Let's see. What are the last four digits of your social? 6132. And they didn't give you an enrollment form to do that on since you're in the office? Uh, it's just an Associated Insurance Benefits in a Card. Um, and it just has... Uh, not really. No. It just says, "Sign up for insurance, please call BIC at this number." Uh- Okay. No worries. So what we can do, we'll... Since you just filled out the paperwork, you're not in our system yet. So we would either have to create you an account, which I'll need your full social name, address, date of birth, phone number, um, and email, and get you enrolled today. Or you can wait till ManCan sends over your information. You do have 30 days from your first paycheck to enroll at. It's just however you prefer. Oh, okay. Um, I will... Okay, so I can... We can just... Even just set up now, I guess, and then, um... Okay, what's your full- And then say I... Yeah, that's fine. Uh, 30198 6132. Again, you said your name is Alex Duffey? Uh, yeah. Uh, D-U-F-F-Y. All righty, and your address? 2608. I'm sorry, can you... Yep. Sorry, 2608, uh, Christenson. Uh, C-H-R-I-S-T-E-N-s-e-n Avenue. That's, uh, Akron, Ohio 44314. Okay, your date of birth. 0827 1996. And your phone number? 330 819 343. All righty, and your email address. A-D-U-F-F-3-3-0 @gmail.com. Okay, so it's A-D-U-F-F- F-F. F-F, foxtrot, foxtrot. Okay. And then just confirm me the, the numbers on your street address. You said that was 2608, correct? Yes. Hello? Yeah, yeah, that's it. All righty. And what are you wanting to enroll in today? Um, kind of looking at it right now, uh, probably the dental. It'd just be me. It'd just be me, employee only. Okay, sure. Um, so probably the vision. So the \$199.99. Mm-hmm. Uh, the dental, the... So the \$3.38. And then- Mm-hmm. ... is there... Where's the health? Where's like the, um... So there's two medical plans, the VIP Standard for \$16.22 a week and the VIP Classic for \$17.88 a week. And the difference is just the amount that they cover for each service. I'll probably do the Standard for \$16.22. Okay. Anything else? Um, can I add stuff onto this going, like, throughout or is it only available at certain times of the year? Yes. So you would either have to do it within the first 30 days of receiving your first paycheck or during company open enrollment, which for ManCan is about the end of April. Okay. Um, let me... Do you suggest adding anything else besides vision, dental and medical? I don't, I don't know if- Um, it just really- Yeah. ... it depends on the person, um, 'cause they do offer like short-term disability, life insurance, group accident is additional coverage to your medical. The MEC TelRx is preventative health. Uh, I don't know. Maybe I'll just, I'll just stick with the three things

for now. And then I'll, if anything, look this over. All righty. And I- And like I said, you do have 30 days from your first paycheck to make any changes. Okay. All right. Okay, so your weekly deductions now, it's going to be \$21.59. Okay. It will take, um, one to two weeks. Go ahead. Oh, I'm sorry. I'm just... Yeah, I'm just... Okay. Yeah, that's it. It will take one to two weeks for the staff at DC to start making deductions. Once they do, the following Monday you become active, and then later that week you'll receive your dental and vision card in the mail. Um, give me one moment. And then all three of your plans are under an IRS regulation called Section 1, excuse me, 125, meaning if it's not company open enrollment or you have a qualified life event occur, you cannot cancel or change those plans. Okay. Do you have any questions? Um, no. No. Uh, at least I'll, I'll take a look at this and then first 30 days maybe add something as well. But yes. Uh- All righty. And then your medical card will go to your email. I'm not sure if I told you that, but your medical card will go to your email. You can request a hard copy, but y- you just need to, um, at least have your coverage active and then we can request that. Okay? Okay. Yeah. All right. All righty. Thank you so much for calling. You have a great day. Thank you. You too. Okay.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, my name's Alex Duffey.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, I'm here at ManCan filling out some, uh, paperwork, and I got to the part where it's, uh, about the, um, insurance benefits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, I guess I was going to figure I could call you guys if I wanted to enroll into it.

Speaker speaker_1: Okay, so you want to go ahead and enroll today?

Speaker speaker_2: Uh, yeah, yeah.

Speaker speaker_1: Okay, just a moment. Let's see. What are the last four digits of your social?

Speaker speaker_2: 6132.

Speaker speaker_1: And they didn't give you an enrollment form to do that on since you're in the office?

Speaker speaker_2: Uh, it's just an Associated Insurance Benefits in a Card. Um, and it just has... Uh, not really.

Speaker speaker_1: No.

Speaker speaker_2: It just says, "Sign up for insurance, please call BIC at this number." Uh-

Speaker speaker_1: Okay. No worries. So what we can do, we'll... Since you just filled out the paperwork, you're not in our system yet. So we would either have to create you an account, which I'll need your full social name, address, date of birth, phone number, um, and email, and get you enrolled today. Or you can wait till ManCan sends over your information. You do have 30 days from your first paycheck to enroll at. It's just however you prefer.

Speaker speaker_2: Oh, okay. Um, I will... Okay, so I can... We can just... Even just set up now, I guess, and then, um...

Speaker speaker_1: Okay, what's your full-

Speaker speaker_2: And then say I... Yeah, that's fine. Uh, 30198 6132.

Speaker speaker_1: Again, you said your name is Alex Duffey?

Speaker speaker_2: Uh, yeah. Uh, D-U-F-F-Y.

Speaker speaker_1: All righty, and your address?

Speaker speaker_2: 2608.

Speaker speaker_1: I'm sorry, can you... Yep.

Speaker speaker_2: Sorry, 2608, uh, Christenson. Uh, C-H-R-I-S-T-E-N-s-e-n Avenue. That's, uh, Akron, Ohio 44314.

Speaker speaker_1: Okay, your date of birth.

Speaker speaker_2: 0827 1996.

Speaker speaker_1: And your phone number?

Speaker speaker_2: 330 819 343.

Speaker speaker_1: All righty, and your email address.

Speaker speaker_2: A-D-U-F-F-3-3-0 @gmail.com.

Speaker speaker_1: Okay, so it's A-D-U-F-F-

Speaker speaker_2: F-F. F-F, foxtrot, foxtrot.

Speaker speaker_1: Okay. And then just confirm me the, the numbers on your street address. You said that was 2608, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Hello?

Speaker speaker_2: Yeah, yeah, that's it.

Speaker speaker_1: All righty. And what are you wanting to enroll in today?

Speaker speaker_2: Um, kind of looking at it right now, uh, probably the dental. It'd just be me. It'd just be me, employee only.

Speaker speaker_1: Okay, sure.

Speaker speaker_2: Um, so probably the vision. So the \$199.99.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, the dental, the... So the \$3.38. And then-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... is there... Where's the health? Where's like the, um...

Speaker speaker_1: So there's two medical plans, the VIP Standard for \$16.22 a week and the VIP Classic for \$17.88 a week. And the difference is just the amount that they cover for each service.

Speaker speaker_2: I'll probably do the Standard for \$16.22.

Speaker speaker_1: Okay. Anything else?

Speaker speaker_2: Um, can I add stuff onto this going, like, throughout or is it only available at certain times of the year?

Speaker speaker_1: Yes. So you would either have to do it within the first 30 days of receiving your first paycheck or during company open enrollment, which for ManCan is about the end of April.

Speaker speaker_2: Okay. Um, let me... Do you suggest adding anything else besides vision, dental and medical? I don't, I don't know if-

Speaker speaker_1: Um, it just really-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... it depends on the person, um, 'cause they do offer like short-term disability, life insurance, group accident is additional coverage to your medical. The MEC TelRx is preventative health.

Speaker speaker_2: Uh, I don't know. Maybe I'll just, I'll just stick with the three things for now. And then I'll, if anything, look this over.

Speaker speaker_1: All righty.

Speaker speaker_2: And I-

Speaker speaker_1: And like I said, you do have 30 days from your first paycheck to make any changes.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Okay, so your weekly deductions now, it's going to be \$21.59.

Speaker speaker_2: Okay.

Speaker speaker_1: It will take, um, one to two weeks. Go ahead.

Speaker speaker_2: Oh, I'm sorry. I'm just... Yeah, I'm just... Okay. Yeah, that's it.

Speaker speaker_1: It will take one to two weeks for the staff at DC to start making deductions. Once they do, the following Monday you become active, and then later that week you'll receive your dental and vision card in the mail. Um, give me one moment. And then all three of your plans are under an IRS regulation called Section 1, excuse me, 125, meaning if it's not company open enrollment or you have a qualified life event occur, you cannot cancel or change those plans.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Um, no. No. Uh, at least I'll, I'll take a look at this and then first 30 days maybe add something as well. But yes. Uh-

Speaker speaker_1: All righty. And then your medical card will go to your email. I'm not sure if I told you that, but your medical card will go to your email. You can request a hard copy, but you just need to, um, at least have your coverage active and then we can request that. Okay?

Speaker speaker_2: Okay. Yeah. All right.

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

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Okay.