

Transcript: Pearl

Rojas-5010588148875264-5566873185468416

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hi, with Mr. Carr, please. Yeah, speaking. I'm calling from Benefits in a Card on behalf of your staff. We need to see the, um, MAU. Okay, okay. Um, we are processing healthcare enrollment forms today and... your form, you chose two plans that can't be chosen together. So we're just calling to see which plan you're wanting to enroll in. You chose a plan that is preventive health only for \$9.46 a week, but then you also chose the MEC Enhanced, which is medical and preventive health in one... a week. So we're just calling to see which plan you're wanting to enroll in. Okay, so the first one is 9.46. What's the amount for the second one you said? 24... I'm sorry, 23.13. Okay, I'll go for the first one. For the one for 9.46, that is only preventative health, so it covers your annual physical, some STD screenings, some, um, cancer screenings- Oh. ... diabetes, blood pressure. It doesn't cover going to the doctor or ER. Okay, okay. Uh, okay. Can you help me? Like if I choose the 9.46, what will be the total amount that will be deducted every week? If you go with the one for 9.46, that plus the other plans you chose- Yeah. ... your deductions will be \$25.31. Okay, and if I choose the second one, like the \$23 something? It will be \$38.98 a week. Okay. I'll go for the second one then. The total, 38 one, not this one, the \$23 one. Okay. So, um, that's going to be your weekly deductions. It's going to take one to two weeks to start the deductions. Okay. Once you see that first deduction, the next Monday you're active, and then later that week, you'll receive your dental and vision and preventative health card in the mail, and your medical will go to your email. Okay, fine. Yeah, thanks. Okay. Those three plans are under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change those plans, okay? Okay, okay, fine. Do you have any questions? No, I get it. Thank you. Thank you so much for attending my call. You have a great day. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

Speaker speaker_0: ... may be monitored or recorded for quality assurance purposes. Hi, with Mr. Carr, please.

Speaker speaker_1: Yeah, speaking.

Speaker speaker_0: I'm calling from Benefits in a Card on behalf of your staff. We need to see the, um, MAU.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Um, we are processing healthcare enrollment forms today and... your form, you chose two plans that can't be chosen together. So we're just calling to see which plan you're wanting to enroll in. You chose a plan that is preventive health only for \$9.46 a week, but then you also chose the MEC Enhanced, which is medical and preventive health in one... a week. So we're just calling to see which plan you're wanting to enroll in.

Speaker speaker_1: Okay, so the first one is 9.46. What's the amount for the second one you said?

Speaker speaker_0: 24... I'm sorry, 23.13.

Speaker speaker_1: Okay, I'll go for the first one.

Speaker speaker_0: For the one for 9.46, that is only preventative health, so it covers your annual physical, some STD screenings, some, um, cancer screenings-

Speaker speaker_1: Oh.

Speaker speaker_0: ... diabetes, blood pressure. It doesn't cover going to the doctor or ER.

Speaker speaker_1: Okay, okay. Uh, okay. Can you help me? Like if I choose the 9.46, what will be the total amount that will be deducted every week?

Speaker speaker_0: If you go with the one for 9.46, that plus the other plans you chose-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... your deductions will be \$25.31.

Speaker speaker_1: Okay, and if I choose the second one, like the \$23 something?

Speaker speaker_0: It will be \$38.98 a week.

Speaker speaker_1: Okay. I'll go for the second one then. The total, 38 one, not this one, the \$23 one.

Speaker speaker_0: Okay. So, um, that's going to be your weekly deductions. It's going to take one to two weeks to start the deductions.

Speaker speaker_1: Okay.

Speaker speaker_0: Once you see that first deduction, the next Monday you're active, and then later that week, you'll receive your dental and vision and preventative health card in the mail, and your medical will go to your email.

Speaker speaker_1: Okay, fine. Yeah, thanks.

Speaker speaker_0: Okay. Those three plans are under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you

cannot cancel or change those plans, okay?

Speaker speaker_1: Okay, okay, fine.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, I get it. Thank you.

Speaker speaker_0: Thank you so much for attending my call. You have a great day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye-bye.