

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in the Car. My name is Pearl and this is what you're speaking with. Yeah. Hello? Hello. This is Rhonda. I'm, I'm sorry. You're breaking up really bad. My name is Rhonda Whipkey. And how can I assist you? I'm sorry, what? How can I assist you? Well, I was calling for benefits. Okay. What's the name of this company that you work for? Uh, Man Can. And the last four digits of your Social? 3428. All righty. I got- And if you can verify your address and date of birth. Date of birth, 11/22/1960. And then address is 203 Thayer Street, Orrville, Ohio 44667. Okay. And I have your phone number as 330-988-0030? Yes. And I have your email address as r.i.whipkey.14@comodo? Not an I. It's an L. . Let me make sure that I have that. Yeah. Okay. Yes. And... All righty. And are you wanting to enroll today or what are you wanting to do with your benefits? Well, I, I need to enroll. I mean, I don't start work until the 17th and I didn't want to be late doing that. So, I didn't know when I had to, if it was right before I started or what, you know? Yep. So they give you 30 days from the date of your first paycheck to enroll. Oh, okay. Yes. And then your hire date, they haven't updated. We have an old hire date. So before I can enroll you, I do have to just confirm, um, that you're eligible to enroll. This process takes about 24 to 48 hours. But as soon as they let me know you are eligible, we can enroll you and then, um, it takes one to two weeks from there for your coverage to become... for the deductions to start. Um... Yeah. I, I... The problem is, is I don't have time to wait for like two weeks. I need to get it done before my start date because being without insurance is not a good thing for me because I have medical stuff that I need to take care of, like medication. So, you know, that's why I decided to do this. It's very important that I have this all set up before, you know... so that I have medical coverage. Yes. I definitely understand, um, what you're saying. So, what I, what I'm gonna do, like I said, I'm gonna perform an eligibility review. This is just confirming you're eligible. Um, once they let me know that you are eligible or not, I will give you a call back and, um, confirm the details with you. Okay. Do you know what you're wanting to enroll in today? Are you wanting to keep the coverage that you had previously? Uh, I want the medical, dental and vision. Okay. That's what you had before. You had the VIP Classic, vision, dental and free Rx for employee only. Yeah. Mm-hmm. Did you want anything else or did you just want to keep that? Keep that. Yeah. Okay. So keeping... With keeping that, the process is actually easier. I don't have to perform an eligibility review. What I can actually do is reinstate that coverage. Um, and then it'll just take the one to two weeks. Um, it may take a little longer since your, uh, start date is until the 15th but, um- Of course. ... usually it just takes one to two weeks to process. Um, once you see that first deduction, the next Monday you're active and then later that week you receive your dental and vision card to your residence and your medical will go to your email. Okay. All right. Any other questions? No. I don't think so. All right. Mm-hmm. Well, thank you- Thank you so much. ... so much for your help. You have a great day. Um,

just one last thing. All your plans, uh, your medical, dental and vision are under, uh, 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 three plans. Okay? Yes. All righty. Thank you so much for calling. Have a great day. You too. Mm, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in the Car. My name is Pearl and this is what you're speaking with.

Speaker speaker_1: Yeah.

Speaker speaker_0: Hello?

Speaker speaker_1: Hello. This is Rhonda.

Speaker speaker_0: I'm, I'm sorry. You're breaking up really bad.

Speaker speaker_1: My name is Rhonda Whipkey.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm sorry, what?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Well, I was calling for benefits.

Speaker speaker_0: Okay. What's the name of this company that you work for?

Speaker speaker_1: Uh, Man Can.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 3428.

Speaker speaker_0: All righty.

Speaker speaker_1: I got-

Speaker speaker_0: And if you can verify your address and date of birth.

Speaker speaker_1: Date of birth, 11/22/1960. And then address is 203 Thayer Street, Orrville, Ohio 44667.

Speaker speaker_0: Okay. And I have your phone number as 330-988-0030?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as r.i.whipkey.14@comodo?

Speaker speaker_1: Not an I. It's an L. .

Speaker speaker_0: Let me make sure that I have that.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yes. And... All righty. And are you wanting to enroll today or what are you wanting to do with your benefits?

Speaker speaker_1: Well, I, I need to enroll. I mean, I don't start work until the 17th and I didn't want to be late doing that. So, I didn't know when I had to, if it was right before I started or what, you know?

Speaker speaker_0: Yep. So they give you 30 days from the date of your first paycheck to enroll.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yes. And then your hire date, they haven't updated. We have an old hire date. So before I can enroll you, I do have to just confirm, um, that you're eligible to enroll. This process takes about 24 to 48 hours. But as soon as they let me know you are eligible, we can enroll you and then, um, it takes one to two weeks from there for your coverage to become... for the deductions to start. Um...

Speaker speaker_1: Yeah. I, I... The problem is, is I don't have time to wait for like two weeks. I need to get it done before my start date because being without insurance is not a good thing for me because I have medical stuff that I need to take care of, like medication. So, you know, that's why I decided to do this. It's very important that I have this all set up before, you know... so that I have medical coverage.

Speaker speaker_0: Yes. I definitely understand, um, what you're saying. So, what I, what I'm gonna do, like I said, I'm gonna perform an eligibility review. This is just confirming you're eligible. Um, once they let me know that you are eligible or not, I will give you a call back and, um, confirm the details with you.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you know what you're wanting to enroll in today? Are you wanting to keep the coverage that you had previously?

Speaker speaker_1: Uh, I want the medical, dental and vision.

Speaker speaker_0: Okay. That's what you had before. You had the VIP Classic, vision, dental and free Rx for employee only.

Speaker speaker_1: Yeah. Mm-hmm.

Speaker speaker_0: Did you want anything else or did you just want to keep that?

Speaker speaker_1: Keep that. Yeah.

Speaker speaker_0: Okay. So keeping... With keeping that, the process is actually easier. I don't have to perform an eligibility review. What I can actually do is reinstate that coverage. Um, and then it'll just take the one to two weeks. Um, it may take a little longer since your, uh,

start date is until the 15th but, um-

Speaker speaker_1: Of course.

Speaker speaker_0: ... usually it just takes one to two weeks to process. Um, once you see that first deduction, the next Monday you're active and then later that week you receive your dental and vision card to your residence and your medical will go to your email.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Any other questions?

Speaker speaker_1: No. I don't think so. All right.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Well, thank you-

Speaker speaker_0: Thank you so much.

Speaker speaker_1: ... so much for your help. You have a great day.

Speaker speaker_0: Um, just one last thing. All your plans, uh, your medical, dental and vision are under, uh, 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 three plans. Okay?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. Thank you so much for calling. Have a great day.

Speaker speaker_1: You too. Mm, bye-bye.

Speaker speaker_0: Bye-bye.