

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with? Hi, my name's Alicia Nichols. And how can I assist you? Uh, so I was hired into ManCan, um, and I need to enroll for the medical, dental and vision insurance. Okay. What are the last four digits of your Social? Uh, 3794. Okay. Now, how long have you been working for ManCan? Sorry? How long have you been working for ManCan? I started yesterday. Okay. So we haven't sent over some information yet. Um, if you'd like, we can... I can create an account but I will need your full Social, name, address, date of birth, phone number, excuse me, and email address, and we can get you enrolled today or we can get the process started today or we can wait for ManCan to send over your information. They do give you 30 days after receiving your first paycheck to enroll. It's however you prefer. Um, if we... If I get the process started today, will... Once I get my first pay, um, I believe it's next week, will it just automatically start since you already have my information? Well, it takes one to two weeks to process so it's possible it'd be taken out during your next paycheck but it could take up until the following one. Okay, so I wouldn't... If I do this today, I wouldn't have to call you back and give you all this information again? Correct. If you wait, then- Okay. Yeah. ... it would be already in the system. We're just confirming. So it's just however you prefer. Yeah, we can do it now. Okay. And what is your full Social? Uh, 27696-3794. Okay. Repeat your name for me. Alicia. A-L-I-S-H-A. Nichols. N-I-C-H-O-L-S. And your address? Uh, 2592 Davis, D-A-V-I-S, Peck, P-E-C-K Road, Cortland, Ohio 44410. Date of birth? 4/13/93. Phone number? 330-383-7729. All righty. And your email address. Uh, A-N-I-C-H-O24@kent.edu. All righty. And you said you know you want dental and vision for sure? Yes. And that's for just yourself? Yes. Okay. And then you said you wanted medical as well, correct? Yes. Okay. So there are two medical plans you can choose from, the VIP Standard which is \$16.22 a week and the VIP Classic that is \$17.88 a week. These plans don't have copays or deductibles. They only cover up to a certain dollar amount for each service and the difference between the two plans is that dollar amount that they cover. Um, the Classic plan. Okay, so the Classic for \$17.88? Yes. Okay. So that brings your weekly deductions to \$23.25. Okay. It does take one to two weeks for the staff at the agency 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 and your medical will go to your email. All three plans are under an IRS regulation called Section 125 meaning if it is not company open enrollment or you have a qualified 99 occur, you cannot cancel or change any of these plans, okay? Okay. Do you have any questions? No, that's all. Thank you so much for calling. You have a great day. All right. Thank you. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with?

Speaker speaker_1: Hi, my name's Alicia Nichols.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, so I was hired into ManCan, um, and I need to enroll for the medical, dental and vision insurance.

Speaker speaker_0: Okay. What are the last four digits of your Social?

Speaker speaker_1: Uh, 3794.

Speaker speaker_0: Okay. Now, how long have you been working for ManCan?

Speaker speaker_1: Sorry?

Speaker speaker_0: How long have you been working for ManCan?

Speaker speaker_1: I started yesterday.

Speaker speaker_0: Okay. So we haven't sent over some information yet. Um, if you'd like, we can... I can create an account but I will need your full Social, name, address, date of birth, phone number, excuse me, and email address, and we can get you enrolled today or we can get the process started today or we can wait for ManCan to send over your information. They do give you 30 days after receiving your first paycheck to enroll. It's however you prefer.

Speaker speaker_1: Um, if we... If I get the process started today, will... Once I get my first pay, um, I believe it's next week, will it just automatically start since you already have my information?

Speaker speaker_0: Well, it takes one to two weeks to process so it's possible it'd be taken out during your next paycheck but it could take up until the following one.

Speaker speaker_1: Okay, so I wouldn't... If I do this today, I wouldn't have to call you back and give you all this information again?

Speaker speaker_0: Correct. If you wait, then-

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: ... it would be already in the system. We're just confirming. So it's just however you prefer.

Speaker speaker_1: Yeah, we can do it now.

Speaker speaker_0: Okay. And what is your full Social?

Speaker speaker_1: Uh, 27696-3794.

Speaker speaker_0: Okay. Repeat your name for me.

Speaker speaker_1: Alicia. A-L-I-S-H-A. Nichols. N-I-C-H-O-L-S.

Speaker speaker_0: And your address?

Speaker speaker_1: Uh, 2592 Davis, D-A-V-I-S, Peck, P-E-C-K Road, Cortland, Ohio 44410.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 4/13/93.

Speaker speaker_0: Phone number?

Speaker speaker_1: 330-383-7729.

Speaker speaker_0: All righty. And your email address.

Speaker speaker_1: Uh, A-N-I-C-H-O24@kent.edu.

Speaker speaker_0: All righty. And you said you know you want dental and vision for sure?

Speaker speaker_1: Yes.

Speaker speaker_0: And that's for just yourself?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then you said you wanted medical as well, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So there are two medical plans you can choose from, the VIP Standard which is \$16.22 a week and the VIP Classic that is \$17.88 a week. These plans don't have copays or deductibles. They only cover up to a certain dollar amount for each service and the difference between the two plans is that dollar amount that they cover.

Speaker speaker_1: Um, the Classic plan.

Speaker speaker_0: Okay, so the Classic for \$17.88?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So that brings your weekly deductions to \$23.25.

Speaker speaker_1: Okay.

Speaker speaker_0: It does take one to two weeks for the staff at the agency 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 and your medical will go to your email. All three plans are under an IRS regulation called Section 125 meaning if it is not company open enrollment or you have a qualified 99 occur, you cannot cancel or change any of these plans, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, that's all.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. Thank you. You too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.