

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling about a benefits and a card. My name is Pearl. Who did I tell you that I was speaking with? This is Jennifer. And now how can I assist you? Um, they just told me to call this number to en- enroll in benefits. Okay. And what's the name of the staff agency you work for? Um, uh, Personal Parnell? Or is it Partner Personal? Uh, sure. Uh, Partner Personnel. Okay. And what are the last four digits of your Social? 2038. All righty. And if you can verify your address and date of birth for me. 6750 Heather Gray Lane, 89156. And then my phone number is 702-627-1255. The date of birth? Oh, um, 11/14/02. Okay. And what's the city and state? Uh, Las Vegas, Nevada. Okay. And I have your email address as jenarpraga@gmail.com? Yes. All righty. So you are eligible to enroll still. Do you know what you're wanting to enroll in today? Uh, no. Okay. So which plan- I just wanted to get the- What are you- Oh, sorry. Go ahead. Uh, I just wanted to get the eyeglasses and dental. Okay. So just vision and dental, no medicals, um, short-term disability- Oh, I- ... life insurance? Oh, just medical. So sorry. Okay. So there's a couple different medical plans you can choose from. There's three VIP plans. These plans don't have copays or deductibles, but they only cover up to a certain dollar amount for each service and you're responsible for the rest. The VIP standard is 17.66 a week for just yourself. The plus is 31.61 a week for just yourself. And the prime is 43.28 a week for just yourself. Um, and then they offer an MEC enhanced. This plan does have copays, but after you pay the copay, the insurance carrier pays the remainder of the bill. This plan is 43.76 a week. Okay. Um, on the medic, I just want the highest to be on the dental and eyeglasses. The medical could be the cheapest one. Okay. So for medical, you're going with the standard for 17.66? Yes. Okay. Dental and vision, there's only one plan for each. So the, um, the vision is 2.15 a week and the dental is \$3.63 a week. Okay, that's fine. Basically your weekly deductions are going to be of \$23.44. It will take one to two weeks for the staff and the agency to start those deductions. Once they do, the following Monday you're 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. These three plans are under an IRS regulation called Section 125, meaning if it is not co- company open enrollment or you have a qualified life event occur, you cannot change or transfer these three plans. Okay. Do you have any questions? Uh, no. All righty. Thank you so much for calling. You have a great day. Mm, you too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling about a benefits and a card. My name is Pearl. Who did I tell you that I was speaking with?

Speaker speaker_1: This is Jennifer.

Speaker speaker_0: And now how can I assist you?

Speaker speaker_1: Um, they just told me to call this number to en- enroll in benefits.

Speaker speaker_0: Okay. And what's the name of the staff agency you work for?

Speaker speaker_1: Um, uh, Personal Parnell? Or is it Partner Personal? Uh, sure. Uh, Partner Personnel.

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

Speaker speaker_1: 2038.

Speaker speaker_0: All righty. And if you can verify your address and date of birth for me.

Speaker speaker_1: 6750 Heather Gray Lane, 89156. And then my phone number is 702-627-1255.

Speaker speaker_0: The date of birth?

Speaker speaker_1: Oh, um, 11/14/02.

Speaker speaker_0: Okay. And what's the city and state?

Speaker speaker_1: Uh, Las Vegas, Nevada.

Speaker speaker_0: Okay. And I have your email address as jenarpraga@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So you are eligible to enroll still. Do you know what you're wanting to enroll in today?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Okay. So which plan-

Speaker speaker_1: I just wanted to get the-

Speaker speaker_0: What are you-

Speaker speaker_1: Oh, sorry.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Uh, I just wanted to get the eyeglasses and dental.

Speaker speaker_0: Okay. So just vision and dental, no medicals, um, short-term disability-

Speaker speaker_1: Oh, I-

Speaker speaker_0: ... life insurance?

Speaker speaker_1: Oh, just medical. So sorry.

Speaker speaker_0: Okay. So there's a couple different medical plans you can choose from. There's three VIP plans. These plans don't have copays or deductibles, but they only cover up to a certain dollar amount for each service and you're responsible for the rest. The VIP standard is 17.66 a week for just yourself. The plus is 31.61 a week for just yourself. And the prime is 43.28 a week for just yourself. Um, and then they offer an MEC enhanced. This plan does have copays, but after you pay the copay, the insurance carrier pays the remainder of the bill. This plan is 43.76 a week.

Speaker speaker_1: Okay. Um, on the medic, I just want the highest to be on the dental and eyeglasses. The medical could be the cheapest one.

Speaker speaker_0: Okay. So for medical, you're going with the standard for 17.66?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Dental and vision, there's only one plan for each. So the, um, the vision is 2.15 a week and the dental is \$3.63 a week.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Basically your weekly deductions are going to be of \$23.44. It will take one to two weeks for the staff and the agency to start those deductions. Once they do, the following Monday you're 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. These three plans are under an IRS regulation called Section 125, meaning if it is not co- company open enrollment or you have a qualified life event occur, you cannot change or transfer these three plans.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Uh, no.

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

Speaker speaker_1: Mm, you too.