

## Transcript: Pearl

**Rojas-5612114289934336-4963693413580800**

### 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 does and was it you're speaking with? Um, you're speaking with Regina Dwire. And how can I assist you, Miss Regina? Um, hi. I see that, um, my job has open enrollment for their insurance and I just wanted to, uh, enroll. Okay. And what's the name of the staffing agency you work for? MAU. And the last four digits of your social? 5795. All righty, bear with me one moment. And, uh, can you confirm your address and date of birth for me? Yes, ma'am. It's 458 Vols Drive, Riverdale, GA. Um, ooh, I'm, I'm, I'm so mad with my zip code. It's 30... Uh, uh, ah, uh... Ah, I can't get the zip code! You're fine. What's your date of birth? Oh, it's 01/01/1998. All righty. And I have your phone number as 470-502-5818? Yes, ma'am. Can I have your email address as regina.dwire.01.98@gmail.com? Yes, ma'am. All righty. And you know what you're wanting to enroll in today? Um, I would like to enroll in the health, vision and dental, if that is available. Okay. So as far as medical, there are a couple different medical plans to choose from. Mm-hmm. The Ensure Plus plan, they don't have copays or deductibles but they only cover... They only cover up to a certain dollar amount. Mm-hmm. The Ensure Plus Basic is \$17.39 a week for just yourself. The Enhanced is \$24.69 a week for just yourself. And then they also offer a plan called MEC Enhanced. This plan does have copays but once you pay your copay, the insurance carrier, uh, pays the remainder of the bill. For just yourself, it'll be \$23.13 a week. Okay, that'll be fine. So the MEC Enhanced? Yes, ma'am. Okay, so that plus vision and dental, your weekly deductions would be \$28.79. Okay. All righty. Um, it does take one to three weeks for the staffing 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 a IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified ??? You cannot cancel or change these plans. Okay. And these all... Plans are all for employee only, correct? Yes. All right. Do you have any questions? No, ma'am. Thank you so much for calling. You have a great day. You too. Bye-bye.

### 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 does and was it you're speaking with?

Speaker speaker\_2: Um, you're speaking with Regina Dwire.

Speaker speaker\_1: And how can I assist you, Miss Regina?

Speaker speaker\_2: Um, hi. I see that, um, my job has open enrollment for their insurance and I just wanted to, uh, enroll.

Speaker speaker\_1: Okay. And what's the name of the staffing agency you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 5795.

Speaker speaker\_1: All righty, bear with me one moment. And, uh, can you confirm your address and date of birth for me?

Speaker speaker\_2: Yes, ma'am. It's 458 Vols Drive, Riverdale, GA. Um, ooh, I'm, I'm, I'm so mad with my zip code. It's 30... Uh, uh, ah, uh... Ah, I can't get the zip code!

Speaker speaker\_1: You're fine. What's your date of birth?

Speaker speaker\_2: Oh, it's 01/01/1998.

Speaker speaker\_1: All righty. And I have your phone number as 470-502-5818?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Can I have your email address as regina.dwire.01.98@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All righty. And you know what you're wanting to enroll in today?

Speaker speaker\_2: Um, I would like to enroll in the health, vision and dental, if that is available.

Speaker speaker\_1: Okay. So as far as medical, there are a couple different medical plans to choose from.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: The Ensure Plus plan, they don't have copays or deductibles but they only cover... They only cover up to a certain dollar amount.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: The Ensure Plus Basic is \$17.39 a week for just yourself. The Enhanced is \$24.69 a week for just yourself. And then they also offer a plan called MEC Enhanced. This plan does have copays but once you pay your copay, the insurance carrier, uh, pays the remainder of the bill. For just yourself, it'll be \$23.13 a week.

Speaker speaker\_2: Okay, that'll be fine.

Speaker speaker\_1: So the MEC Enhanced?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, so that plus vision and dental, your weekly deductions would be \$28.79.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All righty. Um, it does take one to three weeks for the staffing 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 a IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified ??? You cannot cancel or change these plans.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And these all... Plans are all for employee only, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Do you have any questions?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too. Bye-bye.