

Transcript: Pearl

Rojas-5722188269797376-6405573501829120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Best fth Healthcare Card. My name is Pearl fella Flesher. You're speaking with- Um, Towanda Richard. And how can I assist you, Ms. Richard? Ma'am? How can I assist you? Um, I would like to make some changes on my, um, on my benefit card. Benefits? Uh-huh. All righty. And what is the name of the staffing agency you work for? M-A-M-A-U, Samsung. And the last four digits of your social? 0812. All righty. And if you can verify your address and date of birth for me. Um, 07/29/1966. And your address? 300 Kelly Court, Blair, South Carolina 29015. Excuse me. All righty. And I have your phone number as 803-429-3121. Yes, ma'am. And I have your email address as shell431@gmail.com. Yes. All righty. And what kind of changes did you want to make today? Um, I would like to, um, upgrade the, um, the, what you call plan. I want the, the 29.99 plan. 29.99? Yes. The one that's go, get back and forth to the doctor. And this coverage is just for yourself? Yes. Um, I'm not showing a plan that's 29.99. Um, I'm checking... 29.99. It say, Stay Healthy M-E, MEC enhanced Plan. Okay. So MEC Enhanced. That plan for just yourself is 23.13. Okay, okay. Okay. So that brings your weekly deductions up to \$36.96 a week. Um, well, I like to take the, what you call off, the dental because the, the, um, the, um, the dentist that I go to, they don't- Uh-huh. ... they don't take y- you all insurance. Excuse me. Okay. All righty. So we believe that that's all your weekly deductions are \$33.45. Okay, well, um, take the vision off too and that'll be it. Okay, so that brings it down to 31.30 a week. That'd be fine. Okay. It does take one to two weeks for the staff at each agency to adjust those deductions. Once you see the first deduction of 31.30, the next Monday, your MEC enhance, Enhanced Plan will be active. Mm-hmm. And then later that week, you'll receive your preventive health card in the mail and you'll receive a medical card to your email. Mm-hmm. That plan is under an IRS regulation called Section 125. Meaning if it is not company opening enrollment or you have a qualified life event occur, you cannot cancel or change that plan. Okay. Do you have any questions? That'll be all. Thank you so much for calling. Have a great day. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Best fth Healthcare Card. My name is Pearl fella Flesher. You're speaking with-

Speaker speaker_2: Um, Towanda Richard.

Speaker speaker_1: And how can I assist you, Ms. Richard?

Speaker speaker_2: Ma'am?

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Um, I would like to make some changes on my, um, on my benefit card.

Speaker speaker_1: Benefits?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: All righty. And what is the name of the staffing agency you work for?

Speaker speaker_2: M-A-M-A-U, Samsung.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 0812.

Speaker speaker_1: All righty. And if you can verify your address and date of birth for me.

Speaker speaker_2: Um, 07/29/1966.

Speaker speaker_1: And your address?

Speaker speaker_2: 300 Kelly Court, Blair, South Carolina 29015.

Speaker speaker_1: Excuse me. All righty. And I have your phone number as 803-429-3121.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as shell431@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And what kind of changes did you want to make today?

Speaker speaker_2: Um, I would like to, um, upgrade the, um, the, what you call plan. I want the, the 29.99 plan.

Speaker speaker_1: 29.99?

Speaker speaker_2: Yes. The one that's go, get back and forth to the doctor.

Speaker speaker_1: And this coverage is just for yourself?

Speaker speaker_2: Yes.

Speaker speaker_1: Um, I'm not showing a plan that's 29.99.

Speaker speaker_2: Um, I'm checking... 29.99. It say, Stay Healthy M-E, MEC en- Enhanced Plan.

Speaker speaker_1: Okay. So MEC Enhanced. That plan for just yourself is 23.13.

Speaker speaker_2: Okay, okay.

Speaker speaker_1: Okay. So that brings your weekly deductions up to \$36.96 a week.

Speaker speaker_2: Um, well, I like to take the, what you call off, the dental because the, the, um, the, um, the dentist that I go to, they don't-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... they don't take y- you all insurance.

Speaker speaker_1: Excuse me. Okay. All righty. So we believe that that's all your weekly deductions are \$33.45.

Speaker speaker_2: Okay, well, um, take the vision off too and that'll be it.

Speaker speaker_1: Okay, so that brings it down to 31.30 a week.

Speaker speaker_2: That'd be fine.

Speaker speaker_1: Okay. It does take one to two weeks for the staff at each agency to adjust those deductions. Once you see the first deduction of 31.30, the next Monday, your MEC enhance, Enhanced Plan will be active.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then later that week, you'll receive your preventive health card in the mail and you'll receive a medical card to your email.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That plan is under an IRS regulation called Section 125. Meaning if it is not company opening enrollment or you have a qualified life event occur, you cannot cancel or change that plan.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: That'll be all.

Speaker speaker_1: Thank you so much for calling. Have a great day.

Speaker speaker_2: Thank you.