

## **Transcript: Pearl**

**Rojas-5896403835863040-5746144536084480**

### **Full Transcript**

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who does it say you're speaking with? Uh, my name is Tyza Coleman. And how can I assist you? I received a missed call from you guys earlier today regarding my account. Okay. Do you work with the Staffing Agency? Uh, MAU. Okay. What is the last four digits of your Social? 0945. All right. And if you can verify your address and date of birth for me? You said address and date of birth? Yes, ma'am. Um, address 230 Dogwood Circle, Clinton, South Carolina 29325. Birthday 1/27/'97. And I have your phone number is 200-5304? Yes, ma'am. And I have your email address as colemanyourfirstname@gmail.com? Yes, ma'am. All righty. Let me take a look here. Okay. So we're processing healthcare enrollment forms, and on your form you chose coverage for Employee Plus Children, and you chose two medical plans that can't be chosen together. So we're just calling to confirm which plan you're wanting to enroll in. You chose the InSure Plus Basic for \$26.14 a week, and you chose the InSure Plus Enhanced for \$36.51 a week. Uh, um, the \$26 one. All righty. So that makes your weekly deductions of that plus the other options you chose \$57.03 a week. Okay. So I was going to change something else. Okay, go ahead. Well, so I chose for me and my kid, but he already has Medicaid, so can I just change all of them to just me? Okay. So you want all the coverage for just yourself? Give, bear with me one moment. Let me get that changed for you. All right. So we're doing the InSure Plus Basic, Dental Short-Term Disability. Okay. Changing everything to employee only and then doing the InSure Plus Basic, which is the lower price one of the two, your weekly deductions are gonna be \$46.72. Okay. It will 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, vision and preventive health card in the mail, and your medical will go to your email. Those four plans are also under... Go ahead. Oh, no. I was just saying okay. I'm sorry. Um, those four plans are under an 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, those four plans. I'm sorry. Okay. Do you have any questions? No, ma'am. All righty. Thank you so much for returning our call. You have a great day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who does it say you're speaking with?

Speaker speaker\_1: Uh, my name is Tyza Coleman.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I received a missed call from you guys earlier today regarding my account.

Speaker speaker\_0: Okay. Do you work with the Staffing Agency?

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: Okay. What is the last four digits of your Social?

Speaker speaker\_1: 0945.

Speaker speaker\_0: All right. And if you can verify your address and date of birth for me?

Speaker speaker\_1: You said address and date of birth?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Um, address 230 Dogwood Circle, Clinton, South Carolina 29325. Birthday 1/27/'97.

Speaker speaker\_0: And I have your phone number is 200-5304?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as colemanyourfirstname@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. Let me take a look here. Okay. So we're processing healthcare enrollment forms, and on your form you chose coverage for Employee Plus Children, and you chose two medical plans that can't be chosen together. So we're just calling to confirm which plan you're wanting to enroll in. You chose the InSure Plus Basic for \$26.14 a week, and you chose the InSure Plus Enhanced for \$36.51 a week.

Speaker speaker\_1: Uh, um, the \$26 one.

Speaker speaker\_0: All righty. So that makes your weekly deductions of that plus the other options you chose \$57.03 a week.

Speaker speaker\_1: Okay. So I was going to change something else.

Speaker speaker\_0: Okay, go ahead.

Speaker speaker\_1: Well, so I chose for me and my kid, but he already has Medicaid, so can I just change all of them to just me?

Speaker speaker\_0: Okay. So you want all the coverage for just yourself? Give, bear with me one moment. Let me get that changed for you. All right. So we're doing the InSure Plus Basic, Dental Short-Term Disability. Okay. Changing everything to employee only and then doing the InSure Plus Basic, which is the lower price one of the two, your weekly deductions are gonna be \$46.72.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It will 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, vision and preventive health card in the mail, and your medical will go to your email. Those four plans are also under... Go ahead.

Speaker speaker\_1: Oh, no. I was just saying okay. I'm sorry.

Speaker speaker\_0: Um, those four plans are under an 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, those four plans. I'm sorry.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All righty. Thank you so much for returning our call. You have a great day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye-bye.