

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Ben- Benefits in a Card. My name is Pearl. Who is the person you're speaking with? Uh, this is Jashruzel. How can I assist you? Um, I started a new job, uh, early January and, um, I did my medical... Well, I did the medical card and everything with the benefits and everything. Um, I guess when she called me left with a voicemail, she told me that I had one in person, like I had the birthdays, birth date wrong, so I had to confirm that to her. And it looked like she changed my, um, my medical status to... 'Cause I had 1338 and now it's showing 2814. So, when I got home, when I seen my pay stub this morning, I seen that \$50.00 came out my account for the medical, but I was looking at the 28. And I was... I thought I chose the cheaper one and I guess she changed it to 2814 instead of being 1338. Um, let me take a look at your account. What's the name of this app and EDC report? Uh, MAU. And the last four digits of your social? 7274. And I'm sorry, your name? Jashruzel. Okay. And if you can confirm your address and date of birth for me? January 13th, 1998. And your address? Um, 1065 Palomino Lane, El Viza Park in Los. Okay. Now your phone number is 803-587-9145? Right. Okay. So, taking a look here. Previously you were enrolled in just, in a preventative health plan, dental and vision. Um, but then you filled out an enrollment form and that's why the coverage was updated and is now 15, uh, 5252 and then you added your spouse as well, where previously it was just for y- it was just for yourself. No, when I first did it, I did it for m- me and my spouse. But I chose the cheaper package. This, this, this the only form I had filled out when I was doing my own, because I did everything online. It was the only one I actually filled out. Because we have... 'Cause we have that back- Huh? So, the... So, the coverage you had previously was back in 2022 and that was for just yourself. The form that we received, you filled out on the 8th of January. Yeah. Yeah. I have... I have all the coverage for you and your spouse, uh, except for that short-term disability and then you had chosen the package for 2814. That's in the file. No, I had chose 13- I had chose the one that was 1338. That's what I'm saying. I guess when she was, when she was editing my stuff, about the date that she was asking did I want some other stuff on it and I was telling her no. So, I guess- So- ... that's what she was doing. But I j- I know, I know for a fact I chose a 1338. Who was editing your stuff? I can't remember her name. I, uh, I just know she left me a voice message and I called her back, like, maybe like two weeks ago. Okay. So, the person that left you the voicemail and the person you spoke to are two different people. Um, one left you a voicemail about the date of birth from your dependent being wrong and then the other one is when you called in to fix the date of birth and all it's, the, what we have notated here is that you created, you corrected the date of births for your spouse. You provided the beneficiary information and then she advised of the process that the, the enrollment goes through. There was no changes made. It was just the form that we received and then she corrected the date of birth. Okay, so how can I change this? Or I can't change it? Hm, let me see if you're still eligible here. Okay.

So, you're still eligible to make the changes. The deductions haven't started. I can go ahead and change it for you. Um, you may- No, the deductions did. The deductions did start. It came out my account. It already came out my check. I get paid tonight and it already showed that I got 52.50 coming out my account, coming out my check. All right. So, we haven't received it yet. They may have came out on your check, but we haven't received it yet. Um, sometimes we receive them, uh, most of the time we receive them on Mondays, Monday afternoon. Um, so that's when your coverage will become active, once we receive it. Um, so if I change it today, it will take one to two weeks for the changes to go through. So, you may see that the 52.52 one or two more times, but at most it will be two and then it'll, it'll go down. Um, you're saying you don't want the plan for 2814, you want the one that's the MEZ stand alone for 1338 for you and your spouse? Right. Yeah. Okay. So, the deductions will go down to \$37.76 at most after two weeks. Okay. Okay, so I'll go ahead and make that change for you. And then just, like I said, um, it'll take... Give me one moment. Um, it'll take one to two weeks for that staff and agency to adjust your deductions, and so you may see one or two more deductions of that 52.50 and then it'll go down to that 37, um, 37.76. Okay. Do you- Um, when will I... No, I was about to ask you, when will I be able to make another change, like say if I have a baby and everything? So, if you have a child, you have 30 days from the date of that child's birth to provide the pa- um, paperwork just showing that the child was born and we can add you onto coverage if it's after 30 days of receiving your first paycheck. Um, you can make any changes you need within 30 days of receiving your paycheck. First, your first paycheck, which I have here. Uh, oh, I don't have that yet. Um, you said you just received your paycheck today? So, I would just say that- Yeah, I get paid. Yeah, I get paid today and that's, that's how I've seen. I've seen it on my pay stub. I get paid, uh, later on tonight. Okay. So yeah, it would be just 30 days from today, um, you have to make those changes and then after that it's, uh, you have to wait until company open enrollment. Um, and I can let you know when MEU has open enrollment right now, if you give me one moment. Okay. And MAU has open enrollment about the end of December. Okay. Okay. Do you have any other questions? Oh, no, that's it. All right. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Ben- Benefits in a Card. My name is Pearl. Who is the person you're speaking with?

Speaker speaker_1: Uh, this is Jashruzel.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, I started a new job, uh, early January and, um, I did my medical... Well, I did the medical card and everything with the benefits and everything. Um, I guess when she called me left with a voicemail, she told me that I had one in person, like I had the birthdays, birth date wrong, so I had to confirm that to her. And it looked like she changed my, um, my medical status to... 'Cause I had 1338 and now it's showing 2814. So, when I got home, when I seen my pay stub this morning, I seen that \$50.00 came out my account for the medical, but I was looking at the 28. And I was... I thought I chose the cheaper one and I

guess she changed it to 2814 instead of being 1338.

Speaker speaker_0: Um, let me take a look at your account. What's the name of this app and EDC report?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 7274.

Speaker speaker_0: And I'm sorry, your name?

Speaker speaker_1: Jashruzel.

Speaker speaker_0: Okay. And if you can confirm your address and date of birth for me?

Speaker speaker_1: January 13th, 1998.

Speaker speaker_0: And your address?

Speaker speaker_1: Um, 1065 Palomino Lane, El Vizn Park in Los.

Speaker speaker_0: Okay. Now your phone number is 803-587-9145?

Speaker speaker_1: Right.

Speaker speaker_0: Okay. So, taking a look here. Previously you were enrolled in just, in a preventative health plan, dental and vision. Um, but then you filled out an enrollment form and that's why the coverage was updated and is now 15, uh, 5252 and then you added your spouse as well, where previously it was just for y- it was just for yourself.

Speaker speaker_1: No, when I first did it, I did it for m- me and my spouse. But I chose the cheaper package. This, this, this the only form I had filled out when I was doing my own, because I did everything online. It was the only one I actually filled out.

Speaker speaker_0: Because we have... 'Cause we have that back-

Speaker speaker_1: Huh?

Speaker speaker_0: So, the... So, the coverage you had previously was back in 2022 and that was for just yourself. The form that we received, you filled out on the 8th of January.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: I have... I have all the coverage for you and your spouse, uh, except for that short-term disability and then you had chosen the package for 2814. That's in the file.

Speaker speaker_1: No, I had chose 13- I had chose the one that was 1338. That's what I'm saying. I guess when she was, when she was editing my stuff, about the date that she was asking did I want some other stuff on it and I was telling her no. So, I guess-

Speaker speaker_0: So-

Speaker speaker_1: ... that's what she was doing. But I j- I know, I know for a fact I chose a 1338.

Speaker speaker_0: Who was editing your stuff?

Speaker speaker_1: I can't remember her name. I, uh, I just know she left me a voice message and I called her back, like, maybe like two weeks ago.

Speaker speaker_0: Okay. So, the person that left you the voicemail and the person you spoke to are two different people. Um, one left you a voicemail about the date of birth from your dependent being wrong and then the other one is when you called in to fix the date of birth and all it's, the, what we have notated here is that you created, you corrected the date of births for your spouse. You provided the beneficiary information and then she advised of the process that the, the enrollment goes through. There was no changes made. It was just the form that we received and then she corrected the date of birth.

Speaker speaker_1: Okay, so how can I change this? Or I can't change it?

Speaker speaker_0: Hm, let me see if you're still eligible here. Okay. So, you're still eligible to make the changes. The deductions haven't started. I can go ahead and change it for you. Um, you may-

Speaker speaker_1: No, the deductions did. The deductions did start. It came out my account. It already came out my check. I get paid tonight and it already showed that I got 52.50 coming out my account, coming out my check.

Speaker speaker_0: All right. So, we haven't received it yet. They may have came out on your check, but we haven't received it yet. Um, sometimes we receive them, uh, most of the time we receive them on Mondays, Monday afternoon. Um, so that's when your coverage will become active, once we receive it. Um, so if I change it today, it will take one to two weeks for the changes to go through. So, you may see that the 52.52 one or two more times, but at most it will be two and then it'll, it'll go down. Um, you're saying you don't want the plan for 2814, you want the one that's the MEZ stand alone for 1338 for you and your spouse?

Speaker speaker_1: Right. Yeah.

Speaker speaker_0: Okay. So, the deductions will go down to \$37.76 at most after two weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so I'll go ahead and make that change for you. And then just, like I said, um, it'll take... Give me one moment. Um, it'll take one to two weeks for that staff and agency to adjust your deductions, and so you may see one or two more deductions of that 52.50 and then it'll go down to that 37, um, 37.76.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you-

Speaker speaker_1: Um, when will I... No, I was about to ask you, when will I be able to make another change, like say if I have a baby and everything?

Speaker speaker_0: So, if you have a child, you have 30 days from the date of that child's birth to provide the pa- um, paperwork just showing that the child was born and we can add you onto coverage if it's after 30 days of receiving your first paycheck. Um, you can make any changes you need within 30 days of receiving your paycheck. First, your first paycheck, which I have here. Uh, oh, I don't have that yet. Um, you said you just received your paycheck today? So, I would just say that-

Speaker speaker_1: Yeah, I get paid. Yeah, I get paid today and that's, that's how I've seen. I've seen it on my pay stub. I get paid, uh, later on tonight.

Speaker speaker_0: Okay. So yeah, it would be just 30 days from today, um, you have to make those changes and then after that it's, uh, you have to wait until company open enrollment. Um, and I can let you know when MEU has open enrollment right now, if you give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: And MAU has open enrollment about the end of December.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Do you have any other questions?

Speaker speaker_1: Oh, no, that's it.

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

Speaker speaker_1: You too. Bye.