

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with? Brianna Lockhart. MAU. . What was that? And how can I help you? Um, I was calling about, um, the insurance. Do we receive insurance cards or like... How, um- Oh, you do. You do dental or vision, those cards will be at, um, arriving at your residence the end of the week after your first deduction. And then your medical, if you do a medical plan, goes to your email. Medical plan will go to the email. Could you see, like, what did I enroll in? 'Cause I can't remember what I potentially did. Okay, no worries. You said you're working with MAU, correct? MAU, yes. I'm just trying to see about my coverage. All righty. And the last four digits of your Social? 5139. All righty. And if you can confirm your address and date of birth. Um, I believe I put 766 Cardinal Avenue, Columbus, Georgia. Is that the right address? Yes. Yes, 31907. Birth date is 07/23/2002. Okay, and I have your phone number as 706-289-5221? Yes, my old one... You can delete that. I have a new phone number as of now. Okay, what's that phone number? It's 706-306-4111. Okay, and I have your email address as albreanna0577@gmail.com? Yes, albreanna0577. All righty, and let's see. Okay, so it looks like you don't have coverage. We're... We don't have you enrolled in any coverage and there's nothing pending. Huh? We did receive an enrollment f-... We did receive an enrollment form for you that was dated, uh, December 16th. Mm-hmm. Uh, give me one moment. Okay, so... Hmm. Man, I don't have anything. 507... Okay, so we received... We see you received two, with... Two enrollment forms for you dated December 16th. But the one that was done the latest, the last one that was done, you chose no coverage and choose not to participate. So that's why you weren't enrolled in coverage. I don't know. I didn't mean to do that. Oh my gosh. I thought I, um... Um- Um, but MAU's in open enrollment right now, so you can enroll in coverage if you know what you're wanting to, to choose. But it's crazy because I thought I picked... It, it was kind of confusing because it had, like, two different ones I can select. You had, like, BlueCross and you had something else that was, like, Advanced or something. I, I don't know. I don't know. Yes, I would like to enroll. Okay, so- But- ... um, which plans are you wanting to, to do? I will do dental, vision and, um, the health insurance. Okay, so with medical, there's three different plans you can choose from. The V- the EnsurePlus Basic for \$17.39 a week or the EnsurePlus Enhanced for \$24.69 a week. These don't have... These, um, both plans don't have copays or deductibles, uh, but they only cover up to a certain dollar amount. The difference between those two are the dollar amount that they cover for each service. And then they offer the MEC Enhanced, that's \$23.13 a week. Um, this plan does have copays but once you pay the copay, the insurance carrier pays the remainder of the bill. Hmm, okay. I will do the cheapest one that's, like, \$17. Okay, so for the e- the EnsurePlus Basic plus your dental and vision, your weekly deductions are going to be \$23.05. 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 receive your dental and vision card in the mail and your medical will go to your email. Okay. C- Is there a way I can change the address? 'Cause, um, I don't know if I could. Because the reason why I did... That's my grandmother address because I'm cur- the address... Well, my home address, I'm currently moving out of here February the 14th, so I didn't want to get it sent here when I'm not here. Or, uh- Okay. That I- No, definitely, I can definitely get that address changed for you. Yeah. Yeah. What is the new address? Okay. Okay. It's 2700 College Drive, Apartment 1108, Phenix City, Alabama 36869. And you said Phenix City, Alabama? Yes, ma'am. Okay. All right. And when I got that updated for you, your three plans are under an IRS regulation called Section 125, meaning if it is not company str-... If it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans. Okay. Do you have any questions? Okay. And this insurance is BlueCross Blue Shield? No, your dental and medical are through American Public Life and your vision is through MetLife. Okay, MetLife. Okay. Okay. And that is all. Do you have any other questions? No, ma'am. All righty. Thank you so much for calling. You have a great day. Thank you. Yes.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with?

Speaker speaker_1: Brianna Lockhart. MAU.

Speaker speaker_0: .

Speaker speaker_1: What was that?

Speaker speaker_0: And how can I help you?

Speaker speaker_1: Um, I was calling about, um, the insurance. Do we receive insurance cards or like... How, um-

Speaker speaker_0: Oh, you do. You do dental or vision, those cards will be at, um, arriving at your residence the end of the week after your first deduction. And then your medical, if you do a medical plan, goes to your email.

Speaker speaker_1: Medical plan will go to the email. Could you see, like, what did I enroll in? 'Cause I can't remember what I potentially did.

Speaker speaker_0: Okay, no worries. You said you're working with MAU, correct?

Speaker speaker_1: MAU, yes. I'm just trying to see about my coverage.

Speaker speaker_0: All righty. And the last four digits of your Social?

Speaker speaker_1: 5139.

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

Speaker speaker_1: Um, I believe I put 766 Cardinal Avenue, Columbus, Georgia. Is that the right address?

Speaker speaker_0: Yes.

Speaker speaker_1: Yes, 31907. Birth date is 07/23/2002.

Speaker speaker_0: Okay, and I have your phone number as 706-289-5221?

Speaker speaker_1: Yes, my old one... You can delete that. I have a new phone number as of now.

Speaker speaker_0: Okay, what's that phone number?

Speaker speaker_1: It's 706-306-4111.

Speaker speaker_0: Okay, and I have your email address as albreanna0577@gmail.com?

Speaker speaker_1: Yes, albreanna0577.

Speaker speaker_0: All righty, and let's see. Okay, so it looks like you don't have coverage. We're... We don't have you enrolled in any coverage and there's nothing pending.

Speaker speaker_1: Huh?

Speaker speaker_0: We did receive an enrollment f-... We did receive an enrollment form for you that was dated, uh, December 16th.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, give me one moment. Okay, so... Hmm.

Speaker speaker_1: Man, I don't have anything.

Speaker speaker_0: 507... Okay, so we received... We see you received two, with... Two enrollment forms for you dated December 16th. But the one that was done the latest, the last one that was done, you chose no coverage and choose not to participate. So that's why you weren't enrolled in coverage.

Speaker speaker_1: I don't know. I didn't mean to do that. Oh my gosh. I thought I, um... Um-

Speaker speaker_0: Um, but MAU's in open enrollment right now, so you can enroll in coverage if you know what you're wanting to, to choose.

Speaker speaker_1: But it's crazy because I thought I picked... It, it was kind of confusing because it had, like, two different ones I can select. You had, like, BlueCross and you had something else that was, like, Advanced or something. I, I don't know. I don't know. Yes, I would like to enroll.

Speaker speaker_0: Okay, so-

Speaker speaker_1: But-

Speaker speaker_0: ... um, which plans are you wanting to, to do?

Speaker speaker_1: I will do dental, vision and, um, the health insurance.

Speaker speaker_0: Okay, so with medical, there's three different plans you can choose from. The V- the EnsurePlus Basic for \$17.39 a week or the EnsurePlus Enhanced for \$24.69 a week. These don't have... These, um, both plans don't have copays or deductibles, uh, but they only cover up to a certain dollar amount. The difference between those two are the dollar amount that they cover for each service. And then they offer the MEC Enhanced, that's \$23.13 a week. Um, this plan does have copays but once you pay the copay, the insurance carrier pays the remainder of the bill.

Speaker speaker_1: Hmm, okay. I will do the cheapest one that's, like, \$17.

Speaker speaker_0: Okay, so for the e- the EnsurePlus Basic plus your dental and vision, your weekly deductions are going to be \$23.05.

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 receive your dental and vision card in the mail and your medical will go to your email.

Speaker speaker_1: Okay. C- Is there a way I can change the address? 'Cause, um, I don't know if I could. Because the reason why I did... That's my grandmother address because I'm cur- the address... Well, my home address, I'm currently moving out of here February the 14th, so I didn't want to get it sent here when I'm not here. Or, uh-

Speaker speaker_0: Okay.

Speaker speaker_1: That I-

Speaker speaker_0: No, definitely, I can definitely get that address changed for you.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: What is the new address? Okay.

Speaker speaker_1: Okay. It's 2700 College Drive, Apartment 1108, Phenix City, Alabama 36869.

Speaker speaker_0: And you said Phenix City, Alabama?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right. And when I got that updated for you, your three plans are under an IRS regulation called Section 125, meaning if it is not company str-... If it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Okay. And this insurance is BlueCross Blue Shield?

Speaker speaker_0: No, your dental and medical are through American Public Life and your vision is through MetLife.

Speaker speaker_1: Okay, MetLife. Okay. Okay. And that is all.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: No, ma'am.

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

Speaker speaker_1: Thank you. Yes.