

Transcript: Chris Sofield

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Full Transcript

... to put a card. This is Chris. How can I help you today? Uh, hello. I'm calling to ask questions around enrollment for coverage. I'm a consultant to a company called Oxford Global Resources. Okay, and what questions did you have? I just wanted... I think I enrolled into coverage, uh, about two weeks ago, but... And I wanted to check if, uh, everything had been processed or if there is anything else I need to do. Okay, let me take a look. What's the last four of your Social? 2376. And your first and last name? First name is Marco, last name De Solis. It's two words, D-E space S-O-L-I-S. All right. Mr. De Solis, could you verify your address and your date of birth for me please? Yeah. Address is, uh, 14202 North Fifth Street, Phoenix, Arizona 85022. And, um... What was the other one? Your date of birth. June 25th, 1979. Thank you. Phone on file a 480-242-1818? Yes. Okay. All right. Looks like your enrollment was received. It is still currently pending at this time. Um, we're just, uh... Looks like we're waiting on Oxford to start taking deductions. Um, once that happens, your policy is effective the following Monday, and then you'll receive ID cards about a week or two later. So, the only thing you would need to do is wait. Okay. If you haven't gotten your ID cards, um, by the end of that one-to-two-week timeframe after the policy's effective date, then you can give us a call back, and we can check to see, at that point, what's going on. Okay. Is it possible to change, uh, elections right now, or it's too late? Um... No, you're still eligible to make changes. I'm showing we have that pending enrollment set up for medical and dental for employee and family. Yeah. I just wanted to know if it's possible to change from Ensure Plus to Ensure Plus Enhanced. Yeah, that can be done. Um... One moment. So, if we're doing Ensure Plus Enhanced instead of the Ensure Plus along with the dental and the Stay Healthy plans, that brings your total weekly deductions up to \$92.33 per week. Do you authorize Oxford to make those deductions? Yes. Okay. So, um, because the original enrollment is already mostly processed, um, then we will need... Uh, then... It- it is going to take about one to two more weeks for this new change to process to, um, to upgrade the Ensure Plus plan. That does mean that you will see one deduction, maybe two deductions at the original, uh, I believe it was 70... One moment. Yes, it was 75, yeah. 75, 67? Yeah. Um, yeah, you- you may see one or two deductions at the original 75.67 before it increases to the- the new deduction of 92.33. Um, that does mean you may receive an ID card for the standard Ensure Plus plan before you receive an ID card for the Ensure Plus Enhanced plan. Okay. Um, can I also ask... This is the first time I have this kind of benefits. Uh, how they really work, the parts, uh, that's related to benefits in a card. For example, when seeing a PCP, do they have to be network for- Uh, so- ... general care? So, as far as... So, as far as how that works, for the Stay Healthy plan, um, that... You are required to stay in network for that one. Uh, so your preventative care services, like your vaccines, your cancer screenings, et cetera. Um, but, uh, but as far as, like, your standard doctor's visits, your PCP visits, and the like, um, it's not necessarily a

requirement to stay in network. It does help, but as long as the, um... As long as the provider can take American Public Life of the insurance company, then you'd be able to use your insurance there. Oh, okay. Let me see. Is there a place where I can check who- who is in network? Uh, yes, it's gonna be multiplan.com. Okay, and you said the insurance, the name of the insurance is... W- what is it? So, the Stay Healthy plan is handled by a company called 90 Degree Benefits, and then the, uh, Ensure Plus plans are handled by a company called American Public Life. Okay. Sounds good. All right. So, I'll just wait then to receive the cards, I guess. All right, then. Was there anything else I could help you with? No, that's all. Thank you. You're welcome. Thanks for calling- All right. ... and have a wonderful day. You too. Thanks. Bye now. Bye.

Conversation Format

Speaker speaker_0: ... to put a card. This is Chris. How can I help you today?

Speaker speaker_1: Uh, hello. I'm calling to ask questions around enrollment for coverage. I'm a consultant to a company called Oxford Global Resources.

Speaker speaker_0: Okay, and what questions did you have?

Speaker speaker_1: I just wanted... I think I enrolled into coverage, uh, about two weeks ago, but... And I wanted to check if, uh, everything had been processed or if there is anything else I need to do.

Speaker speaker_0: Okay, let me take a look. What's the last four of your Social?

Speaker speaker_1: 2376.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: First name is Marco, last name De Solis. It's two words, D-E space S-O-L-I-S.

Speaker speaker_0: All right. Mr. De Solis, could you verify your address and your date of birth for me please?

Speaker speaker_1: Yeah. Address is, uh, 14202 North Fifth Street, Phoenix, Arizona 85022. And, um... What was the other one?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: June 25th, 1979.

Speaker speaker_0: Thank you. Phone on file a 480-242-1818?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. Looks like your enrollment was received. It is still currently pending at this time. Um, we're just, uh... Looks like we're waiting on Oxford to start taking deductions. Um, once that happens, your policy is effective the following Monday, and

then you'll receive ID cards about a week or two later. So, the only thing you would need to do is wait.

Speaker speaker_1: Okay.

Speaker speaker_0: If you haven't gotten your ID cards, um, by the end of that one-to-two-week timeframe after the policy's effective date, then you can give us a call back, and we can check to see, at that point, what's going on.

Speaker speaker_1: Okay. I- is it possible to change, uh, elections right now, or it's too late?

Speaker speaker_0: Um... No, you're still eligible to make changes. I'm showing we have that pending enrollment set up for medical and dental for employee and family.

Speaker speaker_1: Yeah. I just wanted to know if it's possible to change from Ensure Plus to Ensure Plus Enhanced.

Speaker speaker_0: Yeah, that can be done. Um... One moment. So, if we're doing Ensure Plus Enhanced instead of the Ensure Plus along with the dental and the Stay Healthy plans, that brings your total weekly deductions up to \$92.33 per week. Do you authorize Oxford to make those deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, um, because the original enrollment is already mostly processed, um, then we will need... Uh, then... It- it is going to take about one to two more weeks for this new change to process to, um, to upgrade the Ensure Plus plan. That does mean that you will see one deduction, maybe two deductions at the original, uh, I believe it was 70... One moment.

Speaker speaker_1: Yes, it was 75, yeah.

Speaker speaker_0: 75, 67?

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, yeah, you- you may see one or two deductions at the original 75.67 before it increases to the- the new deduction of 92.33. Um, that does mean you may receive an ID card for the standard Ensure Plus plan before you receive an ID card for the Ensure Plus Enhanced plan.

Speaker speaker_1: Okay. Um, can I also ask... This is the first time I have this kind of benefits. Uh, how they really work, the parts, uh, that's related to benefits in a card. For example, when seeing a PCP, do they have to be network for-

Speaker speaker_0: Uh, so-

Speaker speaker_1: ... general care?

Speaker speaker_0: So, as far as... So, as far as how that works, for the Stay Healthy plan, um, that... You are required to stay in network for that one. Uh, so your preventative care services, like your vaccines, your cancer screenings, et cetera. Um, but, uh, but as far as, like,

your standard doctor's visits, your PCP visits, and the like, um, it's not necessarily a requirement to stay in network. It does help, but as long as the, um... As long as the provider can take American Public Life of the insurance company, then you'd be able to use your insurance there.

Speaker speaker_1: Oh, okay. Let me see. Is there a place where I can check who- who is in network?

Speaker speaker_0: Uh, yes, it's gonna be multiplan.com.

Speaker speaker_1: Okay, and you said the insurance, the name of the insurance is... W-what is it?

Speaker speaker_0: So, the Stay Healthy plan is handled by a company called 90 Degree Benefits, and then the, uh, Ensure Plus plans are handled by a company called American Public Life.

Speaker speaker_1: Okay. Sounds good. All right. So, I'll just wait then to receive the cards, I guess.

Speaker speaker_0: All right, then. Was there anything else I could help you with?

Speaker speaker_1: No, that's all. Thank you.

Speaker speaker_0: You're welcome. Thanks for calling-

Speaker speaker_1: All right.

Speaker speaker_0: ... and have a wonderful day.

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: Bye now.

Speaker speaker_1: Bye.