Transcript: Chris Sofield (deactivated)-4826653177888768-5288479971819520

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Afifi Gayed? Yes. Hi, Mr. Gayed, this is Chris with Benefits and a Card calling on behalf of Oxford. How are you doing today? I'm great. Thank you for calling back. Yes, um, I was, I was hoping that you'd call. No problem. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm returning the voicemail you left with us yesterday, uh, just requesting to enroll. Um, the, uh, we can go ahead and get moving forward with that. Uh, what did you want to enroll into, sir? Okay, uh, just to remind you, uh, it's only me, myself, individual. There's no other people that would be covered, just myself and there was three options there. Can you read them for me? I don't have that in front of me and I'm at work. Uh, yeah, for, for medical, yes, there's the StayHealthy TeleRX plan for preventative care services and prescription benefits through FreeRx. Um, and then there's the InSure Plus plan, basic and enhanced, for treatment services like standard doctor's visits and hospital visits, um, as w- as well as, like, prescription benefits through, uh, PharMovale instead of FreeRx. Um, the preventative care for just yourself is $16.11 a week. InSure Plus, uh, basic is $18 a week and enhanced is $25.17 a week. Okay, I think the enhanced. That's the- Yeah. ... th- that's the best of the three? Um, so of, so that's the higher level of the two InSure Plus plans. However, it does not cover anything that the StayHealthy plan covers, um, either. It, it'll cover the doctor's visits and hospital visits, but preventative care like physicals and vaccines and the like, uh, those are only covered by the, uh, the $16 plan, which you can enroll into both at the same time if you wish to do so. Okay, state that again. The preventive plan, it covers... Yeah. I'm sorry, state it... Okay, go ahead. Yeah, yeah. So preventative care, examples would be things like physicals, vaccines, cancer screenings, colonoscopies, those, those kinds of services, um, those, those are only covered by the StayHealthy TeleRX plan, and they are not covered by either level of InSure Plus. InSure Plus will cover, like, doctor's visits, if you're sick or injured or anything like that, but it won't cover those preventative care services, which is why you're allowed to enroll into both if you feel like you need both types of benefits. Okay, and, and you said the enhanced. How much is the enhanced? Uh, $25.17 per week. Yeah, let's go with the enhanced. Okay, and then did you want any of the additionals like dental, vision, life, or disability? Okay, uh, vision and dental, that's it. Vision and dental. All right, so InSure Plus enhanced, vision and dental, all unemployee only. Yes. Uh, this is $30.96 per week. Do you authorize Oxford to make those deductions? Yeah, um, can you hold for a second? Yeah. Hi there. Just help us with the vision. Don't care about impare. All we're going to have is vision and something to add, extra 400. Yeah, I'll do an extra $100 for that. Yeah, we're thinking around 500. Yeah. Yeah. I'll look into it. Yeah. So this is going to take like 50 seconds just to do that. And then we'll Okay. But this is just a picture of our...Mr. Gayed, are you still there? So, I know you guys are going to do our event, Pass Carter. What

is the pass criteria for the grant? Is it a amount of volume of passengers that have flown, or what's the pass criteria? So, for Ron and CC any volume is a big volume. We're set up, we have to have 100% objects. We have a big check by the book of, um, I don't know. And we make sure we got a business... clear. Everything stays clear on it too. So what qualifies as having this? How, how many passengers? Or how many calls do you want to have in there? Well, that would be 50 calls or 100 calls. Uh, I think, I think- You should ask the guy who does it every single day. Okay. He says, he says- Because I'm a tech guy. They float them and I take 'em down. I take them to the couple back, I can move that higher and higher in the building. If you move it higher and higher in the building, so the power's not ready to go out yet because it's based... Yeah, okay. Yeah. So when you guys are doing your event, um, what you guys' pass criteria is, is just how many passengers you fly per month. Um, but if you guys are doing like a big event where you're flying like 100,000 people a day, then we would need to look at your pass criteria. But if you guys are doing like a small event where you're flying like 200 people a day, then we don't really look at your pass criteria. Gotcha. All right. Thank you. Mr. Gayed, are you still there? Mr. Gayed, can you still hear me? I'm sorry, I'm having technical difficulties. Hello? All right. Uh, Mr. Gayed, can you still hear me? I'm sorry, I'm having technical difficulties. Mr. Gayed, are you still there? I'm sorry, I'm having technical difficulties. All right. Mr. Gayed, if you can hear me, um, I'm going to disconnect and attempt to give you a call back so we can proceed with the enrollment process.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hi, good afternoon. Can I speak with Afifi Gayed?

Speaker speaker_0: Yes.

Speaker speaker_2: Hi, Mr. Gayed, this is Chris with Benefits and a Card calling on behalf of Oxford. How are you doing today?

Speaker speaker_0: I'm great. Thank you for calling back. Yes, um, I was, I was hoping that you'd call.

Speaker speaker_2: No problem. Um, before we continue, this call is being recorded for quality assurance and training purposes. I'm returning the voicemail you left with us yesterday, uh, just requesting to enroll. Um, the, uh, we can go ahead and get moving forward with that. Uh, what did you want to enroll into, sir?

Speaker speaker_0: Okay, uh, just to remind you, uh, it's only me, myself, individual. There's no other people that would be covered, just myself and there was three options there. Can you read them for me? I don't have that in front of me and I'm at work.

Speaker speaker_2: Uh, yeah, for, for medical, yes, there's the StayHealthy TeleRX plan for preventative care services and prescription benefits through FreeRx. Um, and then there's the

InSure Plus plan, basic and enhanced, for treatment services like standard doctor's visits and hospital visits, um, as w- as well as, like, prescription benefits through, uh, PharMovale instead of FreeRx. Um, the preventative care for just yourself is $16.11 a week. InSure Plus, uh, basic is $18 a week and enhanced is $25.17 a week.

Speaker speaker_0: Okay, I think the enhanced. That's the-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... th- that's the best of the three?

Speaker speaker_2: Um, so of, so that's the higher level of the two InSure Plus plans. However, it does not cover anything that the StayHealthy plan covers, um, either. It, it'll cover the doctor's visits and hospital visits, but preventative care like physicals and vaccines and the like, uh, those are only covered by the, uh, the $16 plan, which you can enroll into both at the same time if you wish to do so.

Speaker speaker_0: Okay, state that again. The preventive plan, it covers...

Speaker speaker_2: Yeah.

Speaker speaker_0: I'm sorry, state it... Okay, go ahead.

Speaker speaker_2: Yeah, yeah. So preventative care, examples would be things like physicals, vaccines, cancer screenings, colonoscopies, those, those kinds of services, um, those, those are only covered by the StayHealthy TeleRX plan, and they are not covered by either level of InSure Plus. InSure Plus will cover, like, doctor's visits, if you're sick or injured or anything like that, but it won't cover those preventative care services, which is why you're allowed to enroll into both if you feel like you need both types of benefits.

Speaker speaker_0: Okay, and, and you said the enhanced. How much is the enhanced?

Speaker speaker_2: Uh, $25.17 per week.

Speaker speaker_0: Yeah, let's go with the enhanced.

Speaker speaker_2: Okay, and then did you want any of the additionals like dental, vision, life, or disability?

Speaker speaker_0: Okay, uh, vision and dental, that's it.

Speaker speaker_2: Vision and dental. All right, so InSure Plus enhanced, vision and dental, all unemployee only.

Speaker speaker_0: Yes.

Speaker speaker_2: Uh, this is $30.96 per week. Do you authorize Oxford to make those deductions?

Speaker speaker_0: Yeah, um, can you hold for a second?

Speaker speaker_2: Yeah.

Speaker speaker_0: Hi there. Just help us with the vision. Don't care about impare. All we're going to have is vision and something to add, extra 400.

Speaker speaker_3: Yeah, I'll do an extra $100 for that.

Speaker speaker_0: Yeah, we're thinking around 500.

Speaker speaker_3: Yeah.

Speaker speaker_0: Yeah.

Speaker speaker_3: I'll look into it.

Speaker speaker_0: Yeah. So this is going to take like 50 seconds just to do that. And then we'll

Speaker speaker_4: Okay.

Speaker speaker_0: But this is just a picture of our...

Speaker speaker_5: Mr. Gayed, are you still there?

Speaker speaker_6: So, I know you guys are going to do our event, Pass Carter. What is the pass criteria for the grant? Is it a amount of volume of passengers that have flown, or what's the pass criteria?

Speaker speaker_5: So, for Ron and CC any volume is a big volume.

Speaker speaker_7: We're set up, we have to have 100% objects. We have a big check by the book of, um, I don't know. And we make sure we got a business... clear. Everything stays clear on it too.

Speaker speaker_5: So what qualifies as having this? How, how many passengers? Or how many calls do you want to have in there? Well, that would be 50 calls or 100 calls. Uh, I think, I think-

Speaker speaker_7: You should ask the guy who does it every single day.

Speaker speaker_5: Okay.

Speaker speaker_6: He says, he says-

Speaker speaker_7: Because I'm a tech guy. They float them and I take 'em down. I take them to the couple back, I can move that higher and higher in the building. If you move it higher and higher in the building, so the power's not ready to go out yet because it's based...

Speaker speaker_5: Yeah, okay. Yeah.

Speaker speaker_6: So when you guys are doing your event, um, what you guys' pass criteria is, is just how many passengers you fly per month. Um, but if you guys are doing like a big event where you're flying like 100,000 people a day, then we would need to look at your pass criteria. But if you guys are doing like a small event where you're flying like 200 people a day, then we don't really look at your pass criteria.

Speaker speaker_5: Gotcha. All right. Thank you.

Speaker speaker_8: Mr. Gayed, are you still there? Mr. Gayed, can you still hear me?

Speaker speaker_6: I'm sorry, I'm having technical difficulties.

Speaker speaker_9: Hello?

Speaker speaker_5: All right. Uh, Mr. Gayed, can you still hear me?

Speaker speaker_9: I'm sorry, I'm having technical difficulties.

Speaker speaker_5: Mr. Gayed, are you still there?

Speaker speaker_9: I'm sorry, I'm having technical difficulties.

Speaker speaker_5: All right. Mr. Gayed, if you can hear me, um, I'm going to disconnect and attempt to give you a call back so we can proceed with the enrollment process.