

Transcript: Chris Sofield

(deactivated)-4874247271825408-5073887954944000

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi. Uh. My name is Kesava. My first name is Kesava. Last name is Nedagavolu. I'm an employee from Oxford Consultant. So, I would like to enroll into, um, BIC. Um, that is why I'm calling you now. Okay. Uh, what's that... Uh, what's the last four of your Social so I can locate your file? Uh, f- uh... Last four digits of my Social? Yes, sir. What's the last four of your Social so I can locate your file? 4520. Thank you. Mm-hmm. Can you please verify your address and date of birth? So, my current address is 3058 Lightbridge Ct., Southwest Concord, North Carolina 28027. Uh, that was my current and I, I do have my working address also. It's 3702 Coventry Lane, East Greenbush, New York 12061. Okay. So, which address should be... Mm-hmm. Should be on file at this time? Should it be the North Carolina or the New York address? Uh, North Carolina is my permanent address, but New York is my working address, so anything is... Which, which address would you receive mail at, sir? Mail's currently right away is New York. Okay. All right. And then your date of birth? April 5th, 1994. Thank you. We have a phone on file for you at 571-268-7355. Is that correct? Yes, sir. Yes. All right. And did you have an idea of what kind of insurance you wanted to enroll into from, from Oxford? I have no idea. I tried to do it last year, but I missed date. This year, I want to go with... Okay. So, um, Oxford offers... Let's see here. One moment. Mm-hmm. Oxford offers, um, medical, dental, vision, life insurance and short-term disability. So, I don't have short-term disability nor mental issues, and I have no vision issues. Uh, I have no dental also. So, I will go with the regular medical. Okay, so just medical then? Yeah. All right. There are three options for medical. Mm-hmm. There's the Stay Healthy Tell RX plan, which covers preventative care services and... Only, and provides a membership to the pre-RX prescription program. Um, but any sort of standard doctor's visits or hospital visits or anything like that are not covered by that plan. Then there's the Insure Plus plan. Uh, there's two levels of that, basic and enhanced, where they cover the doc- the doctor's visits and the hospital visits, but they do not cover preventative care services. Examples being physicals, vaccines, cancer screenings and things like that. Um, you are allowed, if you feel you need those types of benefits, to enroll into both plans. So, I mean, uh, what... I mean, I do have my spouse. I was married and I wanna... I want my spouse to be on my file also. So, what do you... I mean, uh, what would be the extra if I go with the second thing? Uh, do I need to tell you- Do I need to pay anything extra from my pocket or no? Okay. So, just... Okay. Which medical policy did you want to move forward with? Did you want the Stay Healthy plan, which is preventative only? Did you want the Insure Plus plan, which is doctors and hospitals? Or did you want both? So, if I want to go with both, do I need to pay extra? Yes, you would see the deductions for both the Stay Healthy and the Insure Plus coming out of your check at the same time. What would be the extra amount? Uh, you s- uh,

you said that this was for yourself and your spouse? Yeah. Only both. Yes. Okay. So, the... So, the Stay Healthy for you th- you and spouse is \$17 and... Sorry, \$19.78 per week. Insure Plus- Okay. Uh, their b- Insure Plus basic is \$28.57 a week, and Enhanced is \$42.17 a week. Uh, the only real difference between the two Insure Plus plans is how much they will pay for s- uh, things like hospitalizations and surgeries. Other than that, they're pretty much the same plan for everything else. Oh. I mean, if I don't wanna pay from my pocket or from my paycheck, what would be the... Let me go with the basic, which is, which is forwarding by Oxford for now. So, the Insure Plus basic for 28.57, and then you... Did you still want the, the Stay Healthy as well? Uh... If I, if I take it, like... What would be the monthly cost? I, I mean, uh... So, it's... What- So, I cannot provide a monthly cost. We can provide weekly costs. Mm-hmm. Again, the weekly cost for Stay Healthy, for the preventative care is \$19.78 per week. Insure Plus basic is \$28.57 per week, and Insure Plus Enhanced is \$42.17 per week. \$19... \$82.50. Okay. I mean, I will go with the Stay Healthy. Okay, the preventative only plan? All right. Yeah. So that is \$19.78 per week. Do you authorize Oxford to make those deductions? Uh, no... What, what can you repeat? Sorry. Do you authorize Oxford to make those deductions of \$19.78 per week? Yeah, yeah, yes. What is your spouse's first and last name? Uh, first name, uh, Swetha. S for South, W for West, E for East. South, West, East. Tom, Henry, Alpha. S-W-E-T-H-A. Space. Rani. R for Romeo, A for Alpha, N for Nancy, I for Indigo. R-A-N-I. That's her first name. All right, and same last name? Last name is... P for... P for Parrot, A for Alpha, P for Tom, N for Nancy, A for Apple, L for Loud, A for Alpha. P-A-T-H-A-N-A. Okay, what is her Social? Uh, Social... 400 391. Give me a second. I need to look it up. Yeah, 400 391. I need to look it up. Uh, let me ask here. Oh. Social security number? Yeah, 400 491. Social, Social, Social... Mm. Two... Is it there? Mm... 710- 710. ... 38- 38. ... 4031. 4031, hello? Thank you. Hello, yeah. And then what's her date of birth? Uh, May 29th, 1996. Thank you. All right. So- Yes, sir. ... we'll go ahead and set up the enrollment. Um, enrollment is scheduled to go into effect no sooner than January 6th. About a week or two before that- Mm-hmm. ... you should start seeing those deductions coming out of your checks. Um, if you... Once you see the deduction, your policy should become effective, again, no sooner than January, than January 6th. You shou- Okay. Your poli... Uh, your ID cards will arrive about one to two weeks after that effective date, okay? Perfect, perfect, makes sense. Yeah. All right, anything else? So, uh, the only thing I have to notice is, I'm going to get, uh, I'm going to get, mm, like \$19 change, uh, will be deducted for every month on my paycheck. That's it, right? So, it is \$19.78 per week. Yep, yep, yep. Makes sense, makes sense, yeah. All right- All right, yeah. ... anything else? Uh, that's it. And do I get a mail or anything to my house? Y- As I stated, you will receive ID cards one to two weeks after the policy has gone into effect. Mm-hmm, mm-hmm. Okay. All right, anything else? All right, thank you. That's it, that's it. All right, thank you again for calling and have a good day. Yep, yep, yep. Thank you. You're welcome, bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. Uh. My name is Kesava. My first name is Kesava. Last name is Nedagavolu. I'm an employee from Oxford Consultant. So, I would like to enroll into, um, BIC. Um, that is why I'm calling you now.

Speaker speaker_1: Okay. Uh, what's that... Uh, what's the last four of your Social so I can locate your file?

Speaker speaker_2: Uh, f- uh... Last four digits of my Social?

Speaker speaker_1: Yes, sir. What's the last four of your Social so I can locate your file?

Speaker speaker_2: 4520.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Can you please verify your address and date of birth?

Speaker speaker_2: So, my current address is 3058 Lightbridge Ct., Southwest Concord, North Carolina 28027. Uh, that was my current and I, I do have my working address also. It's 3702 Coventry Lane, East Greenbush, New York 12061.

Speaker speaker_1: Okay. So, which address should be...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Should be on file at this time? Should it be the North Carolina or the New York address?

Speaker speaker_2: Uh, North Carolina is my permanent address, but New York is my working address, so anything is...

Speaker speaker_1: Which, which address would you receive mail at, sir?

Speaker speaker_2: Mail's currently right away is New York.

Speaker speaker_1: Okay. All right. And then your date of birth?

Speaker speaker_2: April 5th, 1994.

Speaker speaker_1: Thank you. We have a phone on file for you at 571-268-7355. Is that correct?

Speaker speaker_2: Yes, sir. Yes.

Speaker speaker_1: All right. And did you have an idea of what kind of insurance you wanted to enroll into from, from Oxford?

Speaker speaker_2: I have no idea. I tried to do it last year, but I missed date. This year, I want to go with...

Speaker speaker_1: Okay. So, um, Oxford offers... Let's see here. One moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Oxford offers, um, medical, dental, vision, life insurance and short-term disability.

Speaker speaker_2: So, I don't have short-term disability nor mental issues, and I have no vision issues. Uh, I have no dental also. So, I will go with the regular medical.

Speaker speaker_1: Okay, so just medical then?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. There are three options for medical.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: There's the Stay Healthy Tell RX plan, which covers preventative care services and... Only, and provides a membership to the pre-RX prescription program. Um, but any sort of standard doctor's visits or hospital visits or anything like that are not covered by that plan. Then there's the Insure Plus plan. Uh, there's two levels of that, basic and enhanced, where they cover the doc- the doctor's visits and the hospital visits, but they do not cover preventative care services. Examples being physicals, vaccines, cancer screenings and things like that. Um, you are allowed, if you feel you need those types of benefits, to enroll into both plans.

Speaker speaker_2: So, I mean, uh, what... I mean, I do have my spouse. I was married and I wanna... I want my spouse to be on my file also. So, what do you... I mean, uh, what would be the extra if I go with the second thing?

Speaker speaker_1: Uh, do I need to tell you-

Speaker speaker_2: Do I need to pay anything extra from my pocket or no?

Speaker speaker_1: Okay. So, just... Okay. Which medical policy did you want to move forward with? Did you want the Stay Healthy plan, which is preventative only? Did you want the Insure Plus plan, which is doctors and hospitals? Or did you want both?

Speaker speaker_2: So, if I want to go with both, do I need to pay extra?

Speaker speaker_1: Yes, you would see the deductions for both the Stay Healthy and the Insure Plus coming out of your check at the same time.

Speaker speaker_2: What would be the extra amount?

Speaker speaker_1: Uh, you s- uh, you said that this was for yourself and your spouse?

Speaker speaker_2: Yeah. Only both. Yes.

Speaker speaker_1: Okay. So, the... So, the Stay Healthy for you th- you and spouse is \$17 and... Sorry, \$19.78 per week. Insure Plus-

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, their b- Insure Plus basic is \$28.57 a week, and Enhanced is \$42.17 a week. Uh, the only real difference between the two Insure Plus plans is how much they will pay for s- uh, things like hospitalizations and surgeries. Other than that, they're pretty much the same plan for everything else.

Speaker speaker_2: Oh. I mean, if I don't wanna pay from my pocket or from my paycheck, what would be the... Let me go with the basic, which is, which is forwarding by Oxford for now.

Speaker speaker_1: So, the Insure Plus basic for 28.57, and then you... Did you still want the, the Stay Healthy as well?

Speaker speaker_2: Uh... If I, if I take it, like... What would be the monthly cost? I, I mean, uh...

Speaker speaker_1: So, it's...

Speaker speaker_2: What-

Speaker speaker_1: So, I cannot provide a monthly cost. We can provide weekly costs.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Again, the weekly cost for Stay Healthy, for the preventative care is \$19.78 per week. Insure Plus basic is \$28.57 per week, and Insure Plus Enhanced is \$42.17 per week.

Speaker speaker_3: \$19...

Speaker speaker_2: \$82.50.

Speaker speaker_3: Okay.

Speaker speaker_2: I mean, I will go with the Stay Healthy.

Speaker speaker_1: Okay, the preventative only plan? All right.

Speaker speaker_2: Yeah.

Speaker speaker_1: So that is \$19.78 per week. Do you authorize Oxford to make those deductions?

Speaker speaker_2: Uh, no... What, what can you repeat? Sorry.

Speaker speaker_1: Do you authorize Oxford to make those deductions of \$19.78 per week?

Speaker speaker_2: Yeah, yeah, yes.

Speaker speaker_1: What is your spouse's first and last name?

Speaker speaker_2: Uh, first name, uh, Swetha. S for South, W for West, E for East. South, West, East. Tom, Henry, Alpha. S-W-E-T-H-A. Space. Rani. R for Romeo, A for Alpha, N for Nancy, I for Indigo. R-A-N-I. That's her first name.

Speaker speaker_1: All right, and same last name?

Speaker speaker_2: Last name is... P for... P for Parrot, A for Alpha, P for Tom, N for Nancy, A for Apple, L for Loud, A for Alpha. P-A-T-H-A-N-A.

Speaker speaker_1: Okay, what is her Social?

Speaker speaker_2: Uh, Social...

Speaker speaker_4: 400 391.

Speaker speaker_2: Give me a second. I need to look it up.

Speaker speaker_4: Yeah, 400 391.

Speaker speaker_2: I need to look it up. Uh, let me ask here.

Speaker speaker_4: Oh.

Speaker speaker_2: Social security number?

Speaker speaker_4: Yeah, 400 491.

Speaker speaker_2: Social, Social, Social...

Speaker speaker_5: Mm.

Speaker speaker_2: Two...

Speaker speaker_4: Is it there?

Speaker speaker_2: Mm...

Speaker speaker_4: 710-

Speaker speaker_2: 710.

Speaker speaker_4: ... 38-

Speaker speaker_2: 38.

Speaker speaker_4: ... 4031.

Speaker speaker_2: 4031, hello?

Speaker speaker_1: Thank you.

Speaker speaker_2: Hello, yeah.

Speaker speaker_1: And then what's her date of birth?

Speaker speaker_2: Uh, May 29th, 1996.

Speaker speaker_1: Thank you. All right. So-

Speaker speaker_2: Yes, sir.

Speaker speaker_1: ... we'll go ahead and set up the enrollment. Um, enrollment is scheduled to go into effect no sooner than January 6th. About a week or two before that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you should start seeing those deductions coming out of your checks. Um, if you... Once you see the deduction, your policy should become effective, again, no sooner than January, than January 6th. You shou-

Speaker speaker_2: Okay.

Speaker speaker_1: Your poli... Uh, your ID cards will arrive about one to two weeks after that effective date, okay?

Speaker speaker_2: Perfect, perfect, makes sense. Yeah.

Speaker speaker_1: All right, anything else?

Speaker speaker_2: So, uh, the only thing I have to notice is, I'm going to get, uh, I'm going to get, mm, like \$19 change, uh, will be deducted for every month on my paycheck. That's it, right?

Speaker speaker_1: So, it is \$19.78 per week.

Speaker speaker_2: Yep, yep, yep. Makes sense, makes sense, yeah.

Speaker speaker_1: All right-

Speaker speaker_2: All right, yeah.

Speaker speaker_1: ... anything else?

Speaker speaker_2: Uh, that's it. And do I get a mail or anything to my house?

Speaker speaker_1: Y- As I stated, you will receive ID cards one to two weeks after the policy has gone into effect.

Speaker speaker_2: Mm-hmm, mm-hmm. Okay.

Speaker speaker_1: All right, anything else?

Speaker speaker_2: All right, thank you. That's it, that's it.

Speaker speaker_1: All right, thank you again for calling and have a good day.

Speaker speaker_2: Yep, yep, yep. Thank you.

Speaker speaker_1: You're welcome, bye now.