

Transcript: Chris Sofield

(deactivated)-6185018818772992-5697587812188160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, yes, uh, good afternoon, Chris. Uh, my name is Kenneth Ocheno and I was just calling in regards to enrolling in, uh, the benefits. Okay. What's the la- uh, what's the last four of your social and what staffing company do you work with? Oh, sure. Um, the last four s- uh, numbers are 3172... I'm working with, uh, GXO Logistics. Okay. Uh, but- Are you with them through a staffing company? Oh, pardon? Are you with them through a staffing company? Oh, yes, through Terra Staffing, sorry. Terra Staffing, got it. Yes, yes. All right. Mr. Ocheno, could you verify your address and your date of birth, please? Definitely. Uh, address is 650 Southwest Meadow Drive. That's number 205 in Beaverton, Oregon 97006. And phone number, uh, fi- 503-809-0... And your date of birth? Uh, April 3rd, 1981. Thank you. And did you have an idea of what you wanted to enroll into, sir? Um, I, I do want to enroll, um, uh, in s- uh, something... I do have a daughter, uh, a 13-year-old that I'd also like covered, um, dental, vision, health. Okay. Yeah. As far as medical, you've got, uh, three options. You've got the Stay Healthy Preventative Care Plan, which covers things like, um, physicals, vaccines, cancer screenings, uh, services like that. But it doesn't- Mm-hmm. ... cover any sort of treatment visits, like, you know, doctors, hospitals, or anything like that. Okay. Um, and then there's also th- the VIP bundles, standard and plus. These cover doctors visits, hospital visits, and prescriptions, but they do not cover any preventative care. Additionally, uh, these come with coverage for behavioral health and virtual primary care as well. Okay. Um, now, if you feel like you need both types of benefit, both preventative and regular doctors, you can enroll into both at the same time. You would just be seeing the... uh, for employee and child level, it would be 23.55 for the preventive care plan and then either 33.68 for the VIP standard or 57.65 for the VIP Plus. Uh, VIP Plus covers a little bit more towards, like, surgeries and, uh, uh... well, actually, no. VIP Plus is more or less like a full, like, a double coverage for everything else. So like, as- as an example, hospital admission, standard will cover \$500 towards that, whereas plus will cover \$1,000 towards that. Um, doctor's visits, VIP Standard will cover \$50, whereas plus will cover \$100. Uh, for example, things like that. Well, it's a- a lot to take in. Um, yeah. Uh, uh, I know I do want something to cover doctor's visits, um, you know, and anything emergency re- related. Um, if it might help, because, uh... Yeah. ... because they o- uh, they just went into open enrollment yesterday, and that goes on until January 3rd, um, if you want, I can, uh, I can email you a copy of the benefit guide, uh, that goes over the plans that they're offering, uh, gives you an idea of everything that's available, what all the costs are, and what kind of services are going to be covered. Uh, that way, you have some information to kind of read through and figure out what's going to work out best for you. Excellent. Okay. How- All right. Yeah. Can you- That'll work out. Okay. Can you confirm, we have your email as kennethos@icloud.com? Perfect.

Okay. I'll send you this information packet. This is gonna come from info@benefitsinacard.com. Uh, if you don't see this in your inbox, just check your spam folder. It might've gotten filtered there. And, uh, just read that through and just give us a call back whenever you're ready to enroll. All right. Sounds like a plan. I appreciate it. No problem. Anything else? Uh, no. That should be it. Thank you so much. No problem. Thanks for calling and have a good day. You too. Thanks. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, yes, uh, good afternoon, Chris. Uh, my name is Kenneth Ocheno and I was just calling in regards to enrolling in, uh, the benefits.

Speaker speaker_1: Okay. What's the la- uh, what's the last four of your social and what staffing company do you work with?

Speaker speaker_2: Oh, sure. Um, the last four s- uh, numbers are 3172... I'm working with, uh, GXO Logistics.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, but-

Speaker speaker_1: Are you with them through a staffing company?

Speaker speaker_2: Oh, pardon?

Speaker speaker_1: Are you with them through a staffing company?

Speaker speaker_2: Oh, yes, through Terra Staffing, sorry.

Speaker speaker_1: Terra Staffing, got it.

Speaker speaker_2: Yes, yes.

Speaker speaker_1: All right. Mr. Ocheno, could you verify your address and your date of birth, please?

Speaker speaker_2: Definitely. Uh, address is 650 Southwest Meadow Drive. That's number 205 in Beaverton, Oregon 97006. And phone number, uh, fi- 503-809-0...

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, April 3rd, 1981.

Speaker speaker_1: Thank you. And did you have an idea of what you wanted to enroll into, sir?

Speaker speaker_2: Um, I, I do want to enroll, um, uh, in s- uh, something... I do have a daughter, uh, a 13-year-old that I'd also like covered, um, dental, vision, health.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: As far as medical, you've got, uh, three options. You've got the Stay Healthy Preventative Care Plan, which covers things like, um, physicals, vaccines, cancer screenings, uh, services like that. But it doesn't-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... cover any sort of treatment visits, like, you know, doctors, hospitals, or anything like that.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then there's also th- the VIP bundles, standard and plus. These cover doctors visits, hospital visits, and prescriptions, but they do not cover any preventative care. Additionally, uh, these come with coverage for behavioral health and virtual primary care as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now, if you feel like you need both types of benefit, both preventative and regular doctors, you can enroll into both at the same time. You would just be seeing the... uh, for employee and child level, it would be 23.55 for the preventive care plan and then either 33.68 for the VIP standard or 57.65 for the VIP Plus. Uh, VIP Plus covers a little bit more towards, like, surgeries and, uh, uh... well, actually, no. VIP Plus is more or less like a full, like, a double coverage for everything else. So like, as- as an example, hospital admission, standard will cover \$500 towards that, whereas plus will cover \$1,000 towards that. Um, doctor's visits, VIP Standard will cover \$50, whereas plus will cover \$100. Uh, for example, things like that.

Speaker speaker_2: Well, it's a- a lot to take in. Um, yeah. Uh, uh, I know I do want something to cover doctor's visits, um, you know, and anything emergency re- related.

Speaker speaker_1: Um, if it might help, because, uh...

Speaker speaker_2: Yeah.

Speaker speaker_1: ... because they o- uh, they just went into open enrollment yesterday, and that goes on until January 3rd, um, if you want, I can, uh, I can email you a copy of the benefit guide, uh, that goes over the plans that they're offering, uh, gives you an idea of everything that's available, what all the costs are, and what kind of services are going to be covered. Uh, that way, you have some information to kind of read through and figure out what's going to work out best for you.

Speaker speaker_2: Excellent.

Speaker speaker_1: Okay. How-

Speaker speaker_2: All right. Yeah.

Speaker speaker_1: Can you-

Speaker speaker_2: That'll work out.

Speaker speaker_1: Okay. Can you confirm, we have your email as kennethos@icloud.com?

Speaker speaker_2: Perfect.

Speaker speaker_1: Okay. I'll send you this information packet. This is gonna come from info@benefitsinacard.com. Uh, if you don't see this in your inbox, just check your spam folder. It might've gotten filtered there. And, uh, just read that through and just give us a call back whenever you're ready to enroll.

Speaker speaker_2: All right. Sounds like a plan. I appreciate it.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Uh, no. That should be it. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling and have a good day.

Speaker speaker_2: You too. Thanks.

Speaker speaker_1: Bye now.