

Transcript: Estefania

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Full Transcript

Thank you for calling Benetton Personal Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I need to... I just signed up about a week, a week and a half ago for benefits, and they were supposed to be, uh- uh, I guess, the first day when I started work, available. And I haven't gotten cards yet. Could you check the account? Maybe let me know what numbers or whatever I need to use to get the- Okay. Yeah. ... cards or something? I can check to see if you're active already. What staffing agency do you work for? It's Oxford Global. Okay. And then what's your- the last four numbers of your Social? 7240. And your first and last name, please? It should be under Maxwell Backlin, but I go by my middle name which is Shane, so I don't know which one they have it listed under. Uh, looks like it's Maxwell Shane- Okay. ... Backlin. Yep, that's me. And then for security purposes, can you please verify your address and date of birth? Yes. It's 1128 Old Cameron Lane, Franklin, Tennessee 37067. And then my birthdate is 5/24/1969. Okay. Thank you, sir. And then it has 601-508-9938 as your phone number, and then ShaneBacklin@Yahoo.com. Is that up to date? That's correct, yes. Okay. Um, so it looks like you did enroll. However, we're still waiting on receiving the first deductions from Oxford Global. Once you see that they finally did the first deduction from your paycheck, there's a selective plans, the following Monday of that first deduction is when your plans become effective. So, it looks like you selected Insure Plus Enhanced, Employee Plus Family, Dental Employee Plus Family, Short Term Disability Employee Only, Term Life Employee Plus Family, Vision Employee Plus Family, and then the Preventative Plan Employee Plus Family, being a weekly deduction of \$107.08. So, once you see the first deduction of the \$107.08 come out of your paycheck, the following Monday the plan becomes active. And by that first week of activation week, Thursday or Friday you should be getting your cards mailed out to you. Um, for your Insure Plus Enhanced, which is the plan that covers urgent care emergency room doctor visits for sick, normally that card they don't mail it out. So, if you do want a physical one once you become active, you're welcome to contact us and we can request it to the carrier. But you should be getting three cards in total, being dental, vision and then your preventative. But it looks like- Okay, and what- ... we still have a deduction- What card... Okay, what card was that I need to call and ask about if I don't get one of them? The- The medical one which is your Insure Plus Enhanced. Okay. All right. So, all right, well I... Can they just go ahead and- and do that, and request one? Because I'm going to need that for my wife and- So, I wouldn't be able to request it because they wouldn't- they won't find you in the system until we receive the first deduction from your staffing agency. Um, that's why the following Monday your plans become active. And I believe that Monday or Tuesday is when they start creating your policy number and card. Oh, okay. But, um, nothing will appear until you become actually active so I wouldn't be able to request it, because they're not going to be able to find you. Okay. All right. And then what is that Enhanced part? What

does that cover? Uh, give me one second. Let me open up your guide. Let's see. So, your Insure Plus Enhanced Plan is a plan that covers a flat fee towards your doctor visits if sick, urgent care, emergency room, some surgeries and hospitalization if injured. Um, that plan does not require you to stay within network, so it doesn't require a network. And you do receive prescription benefits with it through Pharmacoville, depending on the generic medication. It depends on how much you spend. And for the non-generics, they do also offer discounts. This plan includes something called Virtual Urgent Care which offers medical assistance virtually via telephone or video call with medical providers. And like I said, it covers a flat fee towards your hospital in-dwelling service. So, for example, daily hospital confinement, they cover \$100.00 per day. Intensive care, they'll cover \$400.00 per day. Annual first occurrence hospitals they'll cover \$1,500.00. Surgical they'll cover up to \$2,000.00 based on surgical schedule. Hospital emergency room, they'll cover a flat fee of \$250.00. So, they'll cover a flat fee towards those services and for that. And family plan you're paying \$54.36 weekly. Okay. That doesn't take the place of like major medical insurance or something? This is like a- No, correct. ... add-on, add-on policy? Mm-hmm. Correct. None of these plans are major medical plans. They're only limited benefit plans. Okay. All right. That's what I needed to know. Thank you so much. You're welcome. Have a nice day. Oh, thanks. You too. And I was also going to tell you, um, that if you have a doctor's appointment coming up while you're waiting on your cards and you're active, you're welcome to contact us and we can email them to you as well so that you can have them electronically. Oh, okay. Yeah, I'll need to do that because my wife's got an appointment coming up. She's got a pickup. So, that's why I was calling. Okay. Gotcha. Okay. Yes, sir. All right. So, if this Friday they take it out, so next Monday it will be available? Correct. Mm-hmm. Okay. And we can call and get- So, you can set up- ... and get the email? Yes, correct. And most likely the cards aren't really ready until Thursday, um, but if we don't have the cards we can always give you the policy information because that's what- Yeah, okay. ... they're going to ask for. Perfect. Yep, okay. Perfect. That'll work. Okay, thank you so much. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benetton Personal Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I need to... I just signed up about a week, a week and a half ago for benefits, and they were supposed to be, uh- uh, I guess, the first day when I started work, available. And I haven't gotten cards yet. Could you check the account? Maybe let me know what numbers or whatever I need to use to get the-

Speaker speaker_0: Okay. Yeah.

Speaker speaker_1: ... cards or something?

Speaker speaker_0: I can check to see if you're active already. What staffing agency do you work for?

Speaker speaker_1: It's Oxford Global.

Speaker speaker_0: Okay. And then what's your- the last four numbers of your Social?

Speaker speaker_1: 7240.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: It should be under Maxwell Backlin, but I go by my middle name which is Shane, so I don't know which one they have it listed under.

Speaker speaker_0: Uh, looks like it's Maxwell Shane-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Backlin.

Speaker speaker_1: Yep, that's me.

Speaker speaker_0: And then for security purposes, can you please verify your address and date of birth?

Speaker speaker_1: Yes. It's 1128 Old Cameron Lane, Franklin, Tennessee 37067. And then my birthdate is 5/24/1969.

Speaker speaker_0: Okay. Thank you, sir. And then it has 601-508-9938 as your phone number, and then ShaneBacklin@Yahoo.com. Is that up to date?

Speaker speaker_1: That's correct, yes.

Speaker speaker_0: Okay. Um, so it looks like you did enroll. However, we're still waiting on receiving the first deductions from Oxford Global. Once you see that they finally did the first deduction from your paycheck, there's a selective plans, the following Monday of that first deduction is when your plans become effective. So, it looks like you selected Insure Plus Enhanced, Employee Plus Family, Dental Employee Plus Family, Short Term Disability Employee Only, Term Life Employee Plus Family, Vision Employee Plus Family, and then the Preventative Plan Employee Plus Family, being a weekly deduction of \$107.08. So, once you see the first deduction of the \$107.08 come out of your paycheck, the following Monday the plan becomes active. And by that first week of activation week, Thursday or Friday you should be getting your cards mailed out to you. Um, for your Insure Plus Enhanced, which is the plan that covers urgent care emergency room doctor visits for sick, normally that card they don't mail it out. So, if you do want a physical one once you become active, you're welcome to contact us and we can request it to the carrier. But you should be getting three cards in total, being dental, vision and then your preventative. But it looks like-

Speaker speaker_1: Okay, and what-

Speaker speaker_0: ... we still have a deduction-

Speaker speaker_1: What card... Okay, what card was that I need to call and ask about if I don't get one of them?

Speaker speaker_0: The- The medical one which is your Insure Plus Enhanced.

Speaker speaker_1: Okay. All right. So, all right, well I... Can they just go ahead and- and do that, and request one? Because I'm going to need that for my wife and-

Speaker speaker_0: So, I wouldn't be able to request it because they wouldn't- they won't find you in the system until we receive the first deduction from your staffing agency. Um, that's why the following Monday your plans become active. And I believe that Monday or Tuesday is when they start creating your policy number and card.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But, um, nothing will appear until you become actually active so I wouldn't be able to request it, because they're not going to be able to find you.

Speaker speaker_1: Okay. All right. And then what is that Enhanced part? What does that cover?

Speaker speaker_0: Uh, give me one second. Let me open up your guide. Let's see. So, your Insure Plus Enhanced Plan is a plan that covers a flat fee towards your doctor visits if sick, urgent care, emergency room, some surgeries and hospitalization if injured. Um, that plan does not require you to stay within network, so it doesn't require a network. And you do receive prescription benefits with it through Pharmacoville, depending on the generic medication. It depends on how much you spend. And for the non-generics, they do also offer discounts. This plan includes something called Virtual Urgent Care which offers medical assistance virtually via telephone or video call with medical providers. And like I said, it covers a flat fee towards your hospital in-dwelling service. So, for example, daily hospital confinement, they cover \$100.00 per day. Intensive care, they'll cover \$400.00 per day. Annual first occurrence hospitals they'll cover \$1,500.00. Surgical they'll cover up to \$2,000.00 based on surgical schedule. Hospital emergency room, they'll cover a flat fee of \$250.00. So, they'll cover a flat fee towards those services and for that. And family plan you're paying \$54.36 weekly.

Speaker speaker_1: Okay. That doesn't take the place of like major medical insurance or something? This is like a-

Speaker speaker_0: No, correct.

Speaker speaker_1: ... add-on, add-on policy?

Speaker speaker_0: Mm-hmm. Correct. None of these plans are major medical plans. They're only limited benefit plans.

Speaker speaker_1: Okay. All right. That's what I needed to know. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Oh, thanks. You too.

Speaker speaker_0: And I was also going to tell you, um, that if you have a doctor's appointment coming up while you're waiting on your cards and you're active, you're welcome

to contact us and we can email them to you as well so that you can have them electronically.

Speaker speaker_1: Oh, okay. Yeah, I'll need to do that because my wife's got an appointment coming up. She's got a pickup. So, that's why I was calling.

Speaker speaker_0: Okay. Gotcha. Okay. Yes, sir.

Speaker speaker_1: All right. So, if this Friday they take it out, so next Monday it will be available?

Speaker speaker_0: Correct. Mm-hmm.

Speaker speaker_1: Okay. And we can call and get-

Speaker speaker_0: So, you can set up-

Speaker speaker_1: ... and get the email?

Speaker speaker_0: Yes, correct. And most likely the cards aren't really ready until Thursday, um, but if we don't have the cards we can always give you the policy information because that's what-

Speaker speaker_1: Yeah, okay.

Speaker speaker_0: ... they're going to ask for.

Speaker speaker_1: Perfect. Yep, okay. Perfect. That'll work. Okay, thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye.