

Transcript: Justin

Mills-5299247209463808-4996570026033152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, this is Glenda Barnett, um, and I was calling to ask you about what the differences is on, um, the insurance, uh, as far as the, um... Let's see. Is it Met... Let's see. I should have had this ready. I'm sorry. Um, Mec, TeleRx, and, um, the Insur+. It says you can have them both, um, if you wanted to, so I'm not for sure how that works. Okay, um, let me try pulling your file. What's the staffing agency you work for? Oxford Healthcare. And the last four of your Social? 9892. And what was your first and last name? Glenda Barnett. And for security purposes, can you verify the home address, including city, state and zip code, Glenda? Um, 5111 East 30th Place, Tulsa, Oklahoma 74114. And your date of birth? 5/23/64. And a good telephone number I have is 918-361-8459? Correct. And the email I have is glendabarnett005@gmail? Correct. Okay. Um, so the difference... Let's see. So the MEC TeleRx, that just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy while the Insur+ plans, those actually cover your hospital visits, doctor visits and medication coverage. Okay, that's kind of what I thought, but I just wanted to make sure. Um, I wanted to enroll. I know that today is the last day, um, so I wanted to go ahead and enroll over the phone because I was... I just had a question about that. So... Okay. Um, what changes did you want to make? Because you do have the Insur+ Basic and Short-Term Disability. Yes, I would like to add dental. Okay. Um, and let's see. And, uh, vision, I believe. Yes. Okay, so dental and vision as well as the disability and the Insur+ Basic? Yes. Okay. Anything else? I just wanted to see what that amount would come to for all of those together. Uh, so those four for employee only would be \$27.74 a week. Okay. I'm trying to figure out which one I can do without. Um, I need all of those, so I... But especially dental. Um, I'll go ahead and drop the vision and just take the dental short-term disability. Yeah. Okay, so dropping the vision from the coverage will make your new total deductions \$25.59. Not, not a big difference. Um, it's not a big difference, but okay, I guess you can add it back since it's not a big difference between them. No worries. Um, so \$27.74. Do you authorize Oxford to make that deduction for you? Yes, sir. Okay, so let me go ahead and save that. So I do want to let you know that this is future coverage, um, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$27.74 come off your paycheck, that's how you know dental and vision was added to the coverage. Seven to 10 business days later, you'll receive new policy and ID card information in the mail. Other than that, Glenda, is there anything else I could help you out with today? No, you've been most helpful and I appreciate you taking your time. You're welcome. You have a great day, okay? You too. Thank you. You're welcome. Bye-bye. Bye-bye.

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 Justin. How can I help you today?

Speaker speaker_2: Yes, this is Glenda Barnett, um, and I was calling to ask you about what the differences is on, um, the insurance, uh, as far as the, um... Let's see. Is it Met... Let's see. I should have had this ready. I'm sorry. Um, Mec, TeleRx, and, um, the Insur+. It says you can have them both, um, if you wanted to, so I'm not for sure how that works.

Speaker speaker_1: Okay, um, let me try pulling your file. What's the staffing agency you work for?

Speaker speaker_2: Oxford Healthcare.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9892.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Glenda Barnett.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Glenda?

Speaker speaker_2: Um, 5111 East 30th Place, Tulsa, Oklahoma 74114.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 5/23/64.

Speaker speaker_1: And a good telephone number I have is 918-361-8459?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is glendabarnett005@gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, so the difference... Let's see. So the MEC TeleRx, that just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy while the Insur+ plans, those actually cover your hospital visits, doctor visits and medication coverage.

Speaker speaker_2: Okay, that's kind of what I thought, but I just wanted to make sure. Um, I wanted to enroll. I know that today is the last day, um, so I wanted to go ahead and enroll over the phone because I was... I just had a question about that. So...

Speaker speaker_1: Okay. Um, what changes did you want to make? Because you do have the Insur+ Basic and Short-Term Disability.

Speaker speaker_2: Yes, I would like to add dental.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, and let's see. And, uh, vision, I believe. Yes.

Speaker speaker_1: Okay, so dental and vision as well as the disability and the Insur+ Basic?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Anything else?

Speaker speaker_2: I just wanted to see what that amount would come to for all of those together.

Speaker speaker_1: Uh, so those four for employee only would be \$27.74 a week.

Speaker speaker_2: Okay. I'm trying to figure out which one I can do without. Um, I need all of those, so I... But especially dental. Um, I'll go ahead and drop the vision and just take the dental short-term disability. Yeah.

Speaker speaker_1: Okay, so dropping the vision from the coverage will make your new total deductions \$25.59.

Speaker speaker_2: Not, not a big difference. Um, it's not a big difference, but okay, I guess you can add it back since it's not a big difference between them.

Speaker speaker_1: No worries. Um, so \$27.74. Do you authorize Oxford to make that deduction for you?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let me go ahead and save that. So I do want to let you know that this is future coverage, um, so this coverage won't actually begin until January. However, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$27.74 come off your paycheck, that's how you know dental and vision was added to the coverage. Seven to 10 business days later, you'll receive new policy and ID card information in the mail. Other than that, Glenda, is there anything else I could help you out with today?

Speaker speaker_2: No, you've been most helpful and I appreciate you taking your time.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.