

Transcript: VICTORIA

Taylor-5811210979590144-4746745999736832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Um, hi, Victoria. Uh, good afternoon. I wanted to sign up for benefits. Okay. What's the name of the agency you work for? Oxford Global Resources. And the last four of your social? 6382. And your first and last name? Patrick Gray, G-R-E-Y. Okay. Do you mind verifying your address and date of birth? Uh, 897 Tranquility Circle, Unit 4, Livermore, California 94551. And your date of birth? Uh, 5/12/69. Okay. Phone number 510-206-4108? Yes. And then email is patrickgary621@comcast.net? Uh, yeah, g, uh, patrickgray, yeah. I'm sorry, patrickgray621@comcast.net. Yes. Um, do you know what you're wanting to enroll into? Yeah. I want, um, vision and dental, and, um, I want the... It looks like the plan that offers the most benefits is the Ensure Plus. Is that correct? What did you say in the beginning of that? I'm sorry. It looks like the plan that offers the most benefits would be the Ensure Plus. So the, uh, the Ensure Plus plans, whether it's the basic or the enhanced, they provide coverage for non-preventative benefits like being admitted to the hospital, having to go to the emergency room, um, or regular physician's office, whereas the MEC TelRx covers your preventative healthcare, and that's all it covers. Okay. So, like, preventative healthcare would be physical? Yeah, so things like yearly physicals, vaccinations and preventative screenings. Okay. So that would not be part of Ensure Plus? Yeah. Unfortunately, it's not a part of the Ensure Plus or the Ensure Plus Enhanced. Okay. Well, okay. But it also... Okay, I'm just looking at this now, which one includes, like, prescriptions and that kind of stuff? Both, right? Or no? Yeah. The Ensure Plus and the Ensure Plus Enhanced have the same prescription coverage. If it is a covered medication, it would be covered at \$10, \$20 or \$30. Okay. So, I'm new, um, so do people get both plans? Like Stay Healthy and Ensure Plus Enhanced? Some people do, yeah. I mean, if you're looking for preventative and non-preventative care, you can do the Stay Healthy along with one of the Ensure Plus plans. Yeah, I think I'd like to do that actually. Okay. So are you... So you're wanting the Stay Healthy and the Ensure Plus Basic? Uh, Ensure Plus Enhanced. Okay. And then you said dental and vision as well? Um, yes. Okay. Were you wanting the short-term disability or the term life? Uh, no, thank you. Okay. And just to make sure, all of this is gonna be for employee only? Um, yes. All right, so... What, what, what would be the deductible at? Yeah, so your weekly deduction- . . . in total would be \$47.07 a week. Okay. Okay. All right. Um, so from here, it can take about one to two weeks for the enrollment to be processed through payroll. Um, once you see that first deduction being made out of your check, coverage will start the following Monday. Yes. And then once it's active, that's when the ID cards are being made, so it typically takes about seven to 10 business days to get those. Okay. So I'm... But I apologize if I missed something. So as far as when it's active, when is it active again? Uh, the following Monday of your first payroll deduction, which you probably-

Yeah. ... won't see your first deduction until two weeks from now. Okay. So it wouldn't be available until, like, the 24th? Yeah. I don't have a specific date for you just because I don't have access to your payroll or know when they wanted to take it out of your check. Um, but just, like, an estimate date, I would say about the 25th of November, as long as the deduction is made the week before. Okay. Mm-hmm. All right. Sounds good. Now, was there anything else you might need help with? Um, if at some point I want to, like, uh, um, you know, add, like, a child or something, can I do that any time or not? Um, unfortunately, you have to be either within your personal open enrollment period, which yours ends this weekend on the 10th. Okay. Um, once you're outside of your personal open enrollment period, the only time you're able to upgrade or add dependents onto the enrollment is during the company's open enrollment period. Okay. Okay. All right. Sounds good. Yeah. Just to let you know, it looks like... It looks like the next one will be during December. Okay. So just like a month or so? Yeah. Okay, cool. Yes, sir. All right. Um, was there anything else? No. W- Would you send me an email confirmation or how does it work from here? Yeah, I can put one together and send it to your email. All right. Thank you very much. Yes, sir. Have a wonderful day. You too. Thank you. 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 on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Um, hi, Victoria. Uh, good afternoon. I wanted to sign up for benefits.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Oxford Global Resources.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 6382.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Patrick Gray, G-R-E-Y.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 897 Tranquility Circle, Unit 4, Livermore, California 94551.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, 5/12/69.

Speaker speaker_1: Okay. Phone number 510-206-4108?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is patrickgary621@comcast.net?

Speaker speaker_2: Uh, yeah, g, uh, patrickgray, yeah.

Speaker speaker_1: I'm sorry, patrickgray621@comcast.net.

Speaker speaker_2: Yes.

Speaker speaker_1: Um, do you know what you're wanting to enroll into?

Speaker speaker_2: Yeah. I want, um, vision and dental, and, um, I want the... It looks like the plan that offers the most benefits is the Ensure Plus. Is that correct?

Speaker speaker_1: What did you say in the beginning of that? I'm sorry.

Speaker speaker_2: It looks like the plan that offers the most benefits would be the Ensure Plus.

Speaker speaker_1: So the, uh, the Ensure Plus plans, whether it's the basic or the enhanced, they provide coverage for non-preventative benefits like being admitted to the hospital, having to go to the emergency room, um, or regular physician's office, whereas the MEC TelRx covers your preventative healthcare, and that's all it covers.

Speaker speaker_2: Okay. So, like, preventative healthcare would be physical?

Speaker speaker_1: Yeah, so things like yearly physicals, vaccinations and preventative screenings.

Speaker speaker_2: Okay. So that would not be part of Ensure Plus?

Speaker speaker_1: Yeah. Unfortunately, it's not a part of the Ensure Plus or the Ensure Plus Enhanced.

Speaker speaker_2: Okay. Well, okay. But it also... Okay, I'm just looking at this now, which one includes, like, prescriptions and that kind of stuff? Both, right? Or no?

Speaker speaker_1: Yeah. The Ensure Plus and the Ensure Plus Enhanced have the same prescription coverage. If it is a covered medication, it would be covered at \$10, \$20 or \$30.

Speaker speaker_2: Okay. So, I'm new, um, so do people get both plans? Like Stay Healthy and Ensure Plus Enhanced?

Speaker speaker_1: Some people do, yeah. I mean, if you're looking for preventative and non-preventative care, you can do the Stay Healthy along with one of the Ensure Plus plans.

Speaker speaker_2: Yeah, I think I'd like to do that actually.

Speaker speaker_1: Okay. So are you... So you're wanting the Stay Healthy and the Ensure Plus Basic?

Speaker speaker_2: Uh, Ensure Plus Enhanced.

Speaker speaker_1: Okay. And then you said dental and vision as well?

Speaker speaker_2: Um, yes.

Speaker speaker_1: Okay. Were you wanting the short-term disability or the term life?

Speaker speaker_2: Uh, no, thank you.

Speaker speaker_1: Okay. And just to make sure, all of this is gonna be for employee only?

Speaker speaker_2: Um, yes.

Speaker speaker_1: All right, so...

Speaker speaker_2: What, what, what would be the deductible at?

Speaker speaker_1: Yeah, so your weekly deduction-

Speaker speaker_2: .

Speaker speaker_1: ... in total would be \$47.07 a week.

Speaker speaker_2: Okay. Okay. All right.

Speaker speaker_1: Um, so from here, it can take about one to two weeks for the enrollment to be processed through payroll. Um, once you see that first deduction being made out of your check, coverage will start the following Monday.

Speaker speaker_2: Yes.

Speaker speaker_1: And then once it's active, that's when the ID cards are being made, so it typically takes about seven to 10 business days to get those.

Speaker speaker_2: Okay. So I'm... But I apologize if I missed something. So as far as when it's active, when is it active again?

Speaker speaker_1: Uh, the following Monday of your first payroll deduction, which you probably-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... won't see your first deduction until two weeks from now.

Speaker speaker_2: Okay. So it wouldn't be available until, like, the 24th?

Speaker speaker_1: Yeah. I don't have a specific date for you just because I don't have access to your payroll or know when they wanted to take it out of your check. Um, but just, like, an estimate date, I would say about the 25th of November, as long as the deduction is made the week before.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. Sounds good.

Speaker speaker_1: Now, was there anything else you might need help with?

Speaker speaker_2: Um, if at some point I want to, like, uh, um, you know, add, like, a child or something, can I do that any time or not?

Speaker speaker_1: Um, unfortunately, you have to be either within your personal open enrollment period, which yours ends this weekend on the 10th.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, once you're outside of your personal open enrollment period, the only time you're able to upgrade or add dependents onto the enrollment is during the company's open enrollment period.

Speaker speaker_2: Okay. Okay. All right. Sounds good.

Speaker speaker_1: Yeah. Just to let you know, it looks like... It looks like the next one will be during December.

Speaker speaker_2: Okay. So just like a month or so?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay, cool.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right.

Speaker speaker_1: Um, was there anything else?

Speaker speaker_2: No. W- Would you send me an email confirmation or how does it work from here?

Speaker speaker_1: Yeah, I can put one together and send it to your email.

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: Yes, sir. Have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Bye.